

Job Detail

Executive Level

Position Title	ServiceNow Business Analyst Tokyo Job
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-03-11 / 2024-04-09
Job Type	IT (PC, Web, Unix) - Database SE Finance/Accounting - Analysis & Planning IT (Mainframe) - Application SE
Industry	
Location	Asia Japan Tokyo
Job Description	<p>Decompose business problems quickly and determine the root cause and provide solution alternatives</p> <p>Participate as a domain expert in customer-facing meetings to facilitate discussions regarding ServiceNow initiatives</p> <p>Develop a thorough understanding of the customer's requirements and assist the project team in applying industry best practices and detailed knowledge of ServiceNow to help design optimal solutions that support the business processes that meet or exceed functional requirements</p> <p>Create Wireframes / Mockups for the user stories and review them with customers and gather feedback</p> <p>Document workflows, processes and results of business analysis</p> <p>List out risks and constraints in relation to identified requirements</p> <p>Breakdown the application roadmap into epics and decompose into user stories and acceptance criteria</p> <p>Assist the technical team in translating application functionality into application architecture and the production of business functionality requirements</p> <p>Assist and lead test plan development and execution. Perform functional test on each story configured.</p> <p>Assist in quality management reviews and ensures that all business and design requirements are met</p> <p>Assist, develop and deliver end-user training</p> <p>Support Organizational Change Management (OCM) efforts by providing information on the "to be" solution</p> <p>Assist in the development of automated tests in ServiceNow</p>
Company Info	<p>A leading global information technology, consulting, and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics, and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, a strong commitment to sustainability, and good corporate citizenship, we have over 160,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and bold new future.</p> <p>[Measures against passive smoking]</p> <p>No smoking indoors allowed</p> <p>Designated smoking area</p>
Qualifications	<p>4+ years of experience working with IT Service Management solutions in an enterprise environment, preferably ServiceNow</p> <p>3 years of business processes and business analysis experience in a software application environment</p> <p>3 years of experience designing and developing process workflows, capturing and writing requirements, user stories and acceptance criteria</p> <p>3 years of experience developing and maintaining system lifecycle documentation</p> <p>An understanding of both functional and non-functional software testing</p> <p>Strong understanding of the ServiceNow Application Suite covering ITSM, ITOM and ITBM areas</p> <p>Excellent knowledge of best practices and an understanding of industry trends and difficulties</p> <p>Superior attention to detail with excellent written and verbal communication skills</p> <p>Ability to understand complex business needs and adapt appropriately</p> <p>Ability to learn and adapt to new solutions applicable to the ServiceNow platform</p> <p>Japanese Languages: Japanese business level and English Business level.</p>

	Desired characteristics include: ITIL v3 or ITIL 4 Certification or equivalent practical experience Comfortable leading in both technical and organizational contexts Experience working with large global / multinational corporations
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 7000K - JPY 8000K

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