

## Who are we?

Have you ever wondered what makes trading and settlement possible in Canada? It's Fundserv—the online ecosystem that ensures every fund transaction is processed timely, accurately and securely. We're an online hub that electronically connects manufacturers, distributors, and intermediaries, enabling them to buy, sell, and transfer investment funds.

## Our Culture & Values

Fundserv is guided by our four core values: Collaboration, Adaptability, Integrity, and Respect. Because above all else, Fundserv CAIRs:

- Collaboration
- Adaptability
- Integrity
- Respect

## Benefits & Perks

Fundserv provides a comprehensive benefits plan that includes the following:

- Health care spending account
- RRSP with employer match
- Annual performance pay
- Fitness reimbursements
- Employee discount program
- Charitable donation matching
- Flexible hours & remote work options

To better support our employees during Covid-19, we've expanded our benefits:

- Virtual social events including escape rooms, online trivia & games
- Corporate-wide mental health days
- Subscription reimbursement for fitness, nutritional, and mental health apps

## Location:

Downtown Toronto

**Reports to:** Director, Business Operations

**Department:** Business Operations

*Fundserv is an equal opportunity employer. We welcome and encourage applications from individuals with disabilities. Accommodations are available on request – please let us know how we can meet your needs.*

## The Opportunity

Fundserv is embarking on a multi-year, multi-million dollar technology transformation program that focuses on currency, resiliency, security and agility. This ambitious transformation will completely redesign every façade of Fundserv's platform. We follow the Agile methodology principles, the collaborative practices of DevSecOps and will be leveraging the latest technologies and tools, such as a hyper-converged infrastructure, software-defined network, cloud, containers and APIs, enabling Fundserv to serve the industry better, and adapt to this ever-changing technology and investment landscape.

The ServiceNow Developer/Administrator is responsible for the development, administration, and support of Fundserv's Enterprise Service Management (ESM) ServiceNow Platform. The ServiceNow Developer/Admin configures the ServiceNow platform and applications, designs, develops, and implements ServiceNow based solutions and performs administrative tasks to monitor and support the platform. The individual leverages their extensive technical knowledge to collaborate with team members and stakeholders to deliver and support business aligned service management solutions. In this role, you will:

- Administer and support the ESM platform, including server configuration, monitoring and maintenance
- Configure/Customize ServiceNow including Workflows, Service Portal, Service Catalog, Client scripts, UI Policies, ACL, Business rules, UI Actions, etc
- Develop and implement new workflows and orchestration automation in an Agile team structure
- Facilitate rollout of new applications and modules and 3rd party software integrations
- Design Reports and Dashboards
- Analyse and enhance system performance
- Perform system and integration testing
- Update the different systems
- Oversee application security
- Stay informed of best practices and develop leading expertise
- Suggest new workflows and methods to improve process implementations
- Participate in implementing improvements to processes to leverage the ESM applications for greater efficiencies
- Improve operations by conducting systems analysis, recommending changes in policies and procedures
- Make recommendations to increase service quality

## Why YOU are the person we're looking for

- Post-Secondary Education in Computer Science/Engineering or any equivalent combination of training and experience
- ServiceNow certification
- ServiceNow development experience
- 5+ years' experience working with ServiceNow
- Experience working with highly available enterprise environments and culture
- Expert functional knowledge in ServiceNow
- Knowledge of ITIL processes (especially Incident and Change Management)
- Experience in Customer Service Management, HR, CMDB and ITSM modules
- Experience in ServiceNow Orchestration
- Proficient in JavaScript, HTML5 and CSS
- Exposure to and knowledge of RESTful API, AngularJS
- Experience in ServiceNow integration with JIRA and Salesforce
- Proficiency in writing clear and comprehensive technical documentation
- Proficient in Microsoft Office Suite (Word, Excel, Outlook)
- Can produce analytical reporting
- Have a passion for ITIL and ESM tool
- Experience in Salesforce administration and support is an asset

**If this sounds like you, apply today at [hr@fundserv.com](mailto:hr@fundserv.com).**