



Position Title:	Associate Consultant – Enables Future Talent Program
Reporting Lines:	Lead Consultant / Principal Consultant / Associate Mentor
Location:	Australia
Direct Reports:	NA
Company introduction	<p>Enable Professional Services is a strategic Elite Partner of ServiceNow, across services, sales and training via our Enable Learn division.</p> <p>We are top 25 Hottest places to work in 2019 and Australia's 10th fastest growing IT company. With over 250 staff and now in our 6th year of operation we are ready for more growth, success and fun as we continue to build a great place to build a career.</p> <p>We're dedicated to automating business processes via the platform, so our customers and their employees have a great experience. Enable is the winner of ServiceNow's Global Services Excellence Partner of the Year Award among many other awards.</p> <p>Our focus is enterprise service management, and we have deep knowledge of and experience in IT service management, IT business management, IT operations management, HR, performance analytics, service portal and customer service management.</p> <p>We're a growing business, headquartered in Australia with offices in Melbourne, Sydney, Adelaide, Perth and Brisbane, and an offshore development teams in Noida and Bangalore, India. We cover the South and North Asia markets through our offices in Singapore and Hong Kong and Thailand.</p>
Overview of role:	<p>Enable is offering an opportunity for an Associate Consultant within the Future Talent Program for technology graduates with 1 – 3 years of experience in IT looking for a start in ServiceNow.</p> <p>We are looking for enthusiastic, bright and talented individuals interested to grow a career as a ServiceNow consultant to explore development, administration, project implementation and support.</p> <p>The Associate Consultants will take part in a full time, paid structured training program, on the job learning, as well as receive mentoring from our senior team members to achieve this outcome over two months with the view to become a permanent team member at the end of the Future Talent Program.</p>

Main responsibilities:

The successful Associate Consultants will be responsible for learning the fundamentals of ServiceNow installations during their two-month program. The aim is to prepare the Associate Consultants for future responsibilities of a ServiceNow Technical Consultant such as:

- Provide technical knowledge and development services in ServiceNow application areas and the ServiceNow platform,
- Support the delivery of Australian based customer projects and consulting engagements and also internal projects.
- When not on client engagements, develop custom applications on the ServiceNow platform from end to end defining and document requirements through to full system testing.
- Provide technical consultancy on the design, implementation, customisation and deployment of ServiceNow cloud software based solutions supplied by Enable to its clients.
- Develop application on the ServiceNow platform or using .Net
- Produce technical & design documentation as required
- Escalate product issues via the Enable project team
- Participate in regular meetings to discuss client issues, project progress, risks, and issues, and work practices.

Experience, skills and knowledge:

What we need from you to be successful:

Experience:

- 1 – 3 years post-graduate work experience in the technology industry
- This could be as a Service Desk Analyst or SaaS application support or even a background in Sharepoint would be great as an entry to ServiceNow.
- Proven experience and understanding of IT workflows (incident, problem, change)

Skills

- Solid theoretical understanding of the project delivery lifecycle and processes.
- Strong interpersonal skills with the ability to work well with all levels of staff.
- Strong consultative and analytical skills.
- Effective verbal and written communications skills.
- Solid theoretical commercial awareness and presentation skills.
- Broad theoretical knowledge of information technology infrastructure.
- Passionate about cloud technologies and software as a service

Professional Competencies

Ideally you have a relevant Bachelors Degree in Technology or Computer Science (or Equivalent).

All applicants must have the rights to work in their country they are applying for.

Working relationships:	Reports to Lead Consultant or Principal Consultant – Melbourne / Sydney Other Relationships – Mentors and Tribe Leaders
Enquiries to:	Talent Acquisition Consultant Aakanksha Gupta Aakanksha.g@enableps.com For more information on ServiceNow please head to www.servicenow.com For more information on Enable please head to www.enableps.com

OUR DIFFERENCE

- We are a 'values driven' business
- We care
- Our people

OUR VALUES

Pragmatic

While respecting our heritage we are constantly in pursuit of new ideas that provide measurable benefits for our people and customers.

Passionate

We love what we do. We're confident that you will too.

Committed

We're flexible. Our approach will always be honest and real world.

EMPLOYMENT VALUE PROPOSITION

We are committed to an innovative, respectful and collaborative work culture. We are a company that empowers our staff to take ownership of their role and enables our people to provide input to solutions and provides staff with the tools to get the job done. We are working together to achieve the same goal and help support and inspire each other.

Personal Impact

- Minimal 'red tape' so you can get things done
- Opportunity to have an impact and drive an outcome
- Ability to bring change and take company forward
- Taking ownership of large projects and outcomes
- Corporate Social Responsibility – volunteering and giving program

Culture

- Relaxed Dress Code
- Working with an open and collaborative team
- Working with a charismatic, people oriented Leadership team
- Multicultural environment
- Structured but free to be creative and provide input
- Committed to continuous improvement
- Seeing a project from start to finish
- Empowerment to make your own decisions
- No politics and friendly environment
- We actively create an environment of 'fun'
- Social Events and Club

Product

- Customers are passionate about the ServiceNow product
- Customers are positive and want Enable to succeed
- Enable staff love and believe in the ServiceNow products
- Work with a global product brand



- Work with a product that is currently used by some of the world's largest companies – many in the banking and finance industry



Salary

- Attractive remuneration packages
- Company Share Plan provided to permanent staff after 6-month tenure

Training and Development

- Ongoing ServiceNow training and certification
- ServiceNow launch training for graduates and junior consultants
- Mentoring Program
- Formal Leadership Development
- Career Development Program

Rewards & Recognition

- Strong culture of encouragement and recognition
- Employee of the Year Awards
- Team & Project of the Year Awards
- Tenure Recognition Awards
- Culture of Celebrating and Rewarding Certifications & Learning