Job Title:	ServiceNow Flow Designer
Department/Group:	Business Division A / Raymond James (RJ)
Reports to:	Raymond James Manager
Classification	Part-time or Full- time (hourly) non-exempt

Job Description

ROLE AND RESPONSIBILITIES

The ServiceNow Flow Designer will support the Raymond James Request Management team in modernizing the ServiceNow environment by converting legacy Workflow Catalog Items into the Flow Designer framework. They will provide support in ensuring a smooth and accurate migration of existing ServiceNow workflows and contribute to the ongoing process of improvement efforts. This role will involve collaborating with developers, process owners, and company stakeholders.

This position requires excellent attention to detail, strong problem-solving abilities, and above average communications skills.

KEY RESPONSIBILITIES

- Review existing catalog items and assist in mapping legacy workflow functionality to Flow Designer equivalents
- Collaborate with developers, process owners, and Raymond James stakeholders to clarify requirements and validate migrated flows.
- Thoroughly and accurately document configuration steps, decisions, and migration details to support future maintenance and knowledge transfer.
- Troubleshoot issues during testing phases and escalate problems as needed
- Contribute ideas and participate in discussions for improving processes and ensuring smooth migration.
- Ensure adherence to internal and external communication protocols, meeting weekly with UMRF Ventures management.
- Review and interpret scripting logic (JavaScript/Glide) at a conceptual level to support migration analysis, recognizing script patterns, dependencies, and functional behaviors that inform migration decisions
- Comply with all UMRF Ventures and Raymond James guidelines and policies.

COMPETENCIES

- Excellent Communication Skills
  - ο Written and verbal
- Strong Problem-Solving Skills
- Attention to detail
- Effective management of multiple priorities
- Technical knowledge and learning
  - ο Knowledge of scripting logic at a basic and conceptual level; JavaScript/Glide
  - ο Preferred: ServiceNow, Workflow/Automation Tools

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Preferred: STEM related curriculum / major
  - ο Pursuing a Bachelor's degree in Computer Science, Information Systems, Cyber Intelligence, Business Administration or related degree with relevant experience or combination of education, training and experience.
- Preferred: ServiceNow Flow Designer Micro-Certification (if not already, must obtain in the first 10 days)
- Must have worked at UMRFV for 6 months (if internal applicant)

o   Performance metrics and work ethics must be exemplary.
- UMRFV Raymond James departmental experience or knowledge and familiarity with RJ systems is highly preferred

Reviewed By:	Sherita Reid Johnson	Date:	3/5/2025
Approved By:		Date:	
Last Updated By:	Elena Doolan	Date:	02/11/2025