

## Job Description

### ServiceNow Technical Trainer (Lecturer in Digital Technology)

#### Position Overview

<b>Discipline</b>	Computing and Information Systems
<b>Faculty</b>	Centre for Apprenticeships
<b>Location</b>	London, Devon House (St Katherines Dock)
<b>Term</b>	Full-time or Part-time options will be considered; Permanent
<b>Salary Range</b>	Grade 8 £47,321 to £54,827, progressing to £58,155 once in post
<b>Line Management Responsibility</b>	None
<b>Reports to</b>	Academic Director, Centre for Apprenticeships
<b>Benefits</b>	The university supports staff maintaining a good work/life balance, offer flexible working and parental leave opportunities, an Employee Assistance Programme which provides free, confidential advice on both home and work concerns as well as optional private medical insurance, season ticket loans and being part of the cycle to work scheme.
<b>Start date (dependent on successful completion of relevant checks)</b>	From February 2025 or by arrangement

#### The role

Northeastern University London wishes to appoint a ServiceNow Technical Trainer. The appointee will support our UK undergraduate and postgraduate degree apprenticeship programmes which incorporate ServiceNow training and certifications, and provide general service to the University within and across faculties. In the first instance, the successful candidate will be expected to contribute to the development and delivery of the university's online BSc programmes in Digital and Technology Solutions and Data Science and the university's Digital Skills Bootcamps.

We wish to appoint a specialist in ServiceNow who has a passion for teaching and supporting students in a higher education context.

## ServiceNow Technical Trainer (Lecturer in Digital Technology) Job Description

Core duties will include the development and delivery of ServiceNow related teaching materials for both online and on campus delivery up to masters level, student support, and peer review.

This appointment can be full-time or part-time depending upon the preferences of the successful applicant and the breadth of their skillset across ServiceNow and other areas of Digital Technology.

We particularly encourage applications from those with an interest in innovative teaching, learning and assessment in a higher education context; those with experience of supporting a wide variety of students; those with industry experience of using ServiceNow in a workplace context; and those belonging to groups underrepresented in UK higher education.

### **Discipline/ Faculty**

The recently formed Centre for Apprenticeships is the home of the University's apprenticeship and work-related learning programmes and promotes excellence in work-based learning, online teaching, and partner-engaged instructional design. Apprenticeships represent a gold-standard of experiential education. They combine academically rigorous HE programmes with the real-world tasks and challenges that learners encounter daily in the workplace. The Centre champions this style of learning and represents the faculty and learners that form a rapidly growing part of NU London's community.

### **Person Specification Criteria**

To undertake this role, the following should apply – should you not have the experience below, please do highlight where transferrable skills would assist with you undertaking the role.

#### **Qualifications**

- ServiceNow Certified Systems Administrator
- ServiceNow Application Developer
- ServiceNow Certified Implementation Specialist - IT Service Management (CIS ITSM) (desirable)
- FHEA status, or equivalent (desirable).

#### **General Criteria**

- Demonstrates, through evidence, excellent ability to be adaptable, innovative, and inclusive in the role as advertised with regards to teaching and student support.
- Willingness and capacity to undertake continuous professional development in relation to institutionally strategic themes, including but not limited to ServiceNow technologies.
- Competency and flexibility to teach across a wide range of ServiceNow pathways.
- Excellent written and verbal interpersonal and communication skills including presentation skills, both face-to-face and online

## ServiceNow Technical Trainer (Lecturer in Digital Technology) Job Description

- Excellent IT skills and evidence of supporting the integration of technologies into learning and teaching.
- Excellent time-management and organisational skills

### **About the University**

Founded in 2012, Northeastern University London (formerly known as New College of the Humanities) has established itself as a prestigious higher education institution based in the heart of London. Northeastern University London is part of Northeastern University's Global Campus Network. Positioned as top ranking in the USA, Northeastern has campuses in Arlington, Boston, Charlotte, Miami, Oakland, San Jose, and Seattle in the USA, and Toronto and Vancouver in Canada.

After becoming part of Northeastern University's global network in early 2019, the University has undergone a period of rapid growth, having been granted Taught Degree Awarding Powers in February 2020 and moved to a new, state-of-the-art campus in 2021.

Northeastern University London offers a vibrant, collegiate community delivering broad and academically rigorous degree programmes, designed to equip graduates with the combination of skills and knowledge that are increasingly desired by organisations, employers, and society. It offers state of the art audio visual technology in its teaching and meeting spaces across the organisation.

### **Additional Information**

#### **Enquiries**

Informal enquiries may be made to Dr Alistair Robinson, Academic Director, Centre for Apprenticeships ([alistair.robinson@nulondon.ac.uk](mailto:alistair.robinson@nulondon.ac.uk)). However, all applications must be made in accordance with the application process specified.

#### **Application Process**

Participation in the equal opportunities section is encouraged, but voluntary.

Interviews are likely to take place in the week commencing **13th January 2025**.

#### **Things to consider**

For staff's own wellbeing, for part time roles, the expectation is if you have multiple roles, they should not exceed full time (37.5 hours per week), and for full time roles, the expectation is that this will be your only role (apart from intermittent roles such as exam invigilator etc).

Please note this role is likely to require a basic or enhanced DBS check. Our organisation acknowledges the duty of care to safeguard, protect and promote the welfare of our students and staff, and is committed to ensuring safeguarding practice reflects statutory

## ServiceNow Technical Trainer (Lecturer in Digital Technology) Job Description

responsibilities, government guidance and complies with best practice and Ofsted requirements. You must adhere to the above if you are offered a role with NU London.

Applications are welcome from all sections of the community and will be judged on merit alone. We welcome applications from underrepresented groups. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.

**Job sponsorship: The University may be able to provide skilled workers visa sponsorship for this position, depending on individual circumstances.**