

# ServiceNow is adding to its State & Local Gov't Team: Senior Solution Consultant

## Location: Remote, NYS, NYC or NJ

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ServiceNow is changing the way people work. With a service-orientation toward these activities, tasks and processes that make up day-to-day work life, we help the modern enterprise accelerate and scale like never before.

We're disruptive. We work hard but try not to take ourselves too seriously. We are highly adaptable and constantly evolving. We are passionate about our product, and we live for our customers. We have high expectations and a career at ServiceNow means challenging yourself to always be better.

ServiceNow is currently seeking a Sr. Solution Consultant to provide technical pre-sales support to the account team, and to provide prospective customers with product and solution advice throughout the relationship. The Solution Consultant will participate in the acquisition and retention of customers by utilizing world-class technical pre-sales solution consulting techniques to communicate the value, power, flexibility, and ease-of-use of the ServiceNow SaaS solution.

### Job Responsibilities

- Assist sales in the qualification of customer needs through discovery;
- Participation across the sales lifecycle on acquiring strategic customers;
- Provide mentoring and training to peers, colleagues and partners;
- Demonstrations of solutions, both standard and tailored to prospects and existing customers, both onsite and via Zoom;
- Generation of product demo scripts and scenarios and maintaining demonstration environment(s);
- Scoping and delivering Proof of Concept/Proof of Value engagements with prospects;
- Responding to Request for Information/Proposal documents;
- Staying current on product developments/releases to a level required for demo and POC/POV;
- Supporting Marketing events – user conferences, trade shows, webinars etc.;
- Staying current on competitive analyses and understanding differentiators between the company and its competitors;
- Responsible for understanding business and technical problems addressed by the products including key regulations, business drivers, evolving business needs, security etc.;
- In conjunction with Sales, Solution Sellers, and Professional Services, conduct transition briefings - communicate commitments and expectations in preparation for deployment;
- Act as the ServiceNow evangelist & subject matter expert with customers and at Executive briefings / Marketing events;

### Job Requirements

- Experience with selling and managing relationships with State Agencies – State of NY or NJ is a plus.
- Ability to actively listen to customer requirements and provide a solution that addresses the customer's business issue;
- Exceptional ability to be proactive -without being told what to do;
- Ability to prioritize tasks and be efficient to minimize wasted effort;
- Proven ability to live up to commitments while maintaining integrity and focus on details;
- Mastery of the Sales process and ability to be a trusted advisor for territory;
- Demonstrated ability to learn new technology;
- Exceptional communication and presentation skills to include technical and business concepts;
- Demonstrated experience in supporting sales campaigns to drive customer and prospects;
- Extensive experience covering technical subjects by value selling;
- Exceptional ability to drive new business;
- Ability to work independently;
- Fluent in English