

## Consultants HR Service Delivery – ServiceNow

### Description

The ATO is seeking to hire ServiceNow professional services consultants within the ATO's People Connect (ServiceNow) team based in Canberra.

The requirement is for 2 Resources (1 FTE for 12 months and 1 FTE for 7 months) to supplement the ATO's Employee Technology Experience (ETE) – User & Technology Services branch within Enterprise Solutions Technology (EST) group.

The Resources will be required to deliver support to the ongoing management and maintenance of the ATO People Connect HR system, annual BAU instance upgrade, ongoing adherence to cyber security requirements, backlog “Keeping the Lights On” (KTLO) changes and providing knowledge transfer.

You should be highly experienced in the HR Service Delivery (HRSD); and Performance Analytics.

The ATO runs a system called People Connect which is a HR case management and HR Helpdesk ticketing system. Since February 2025 People Connect is running on the HRSD instance following the completion of the People Connect HRSD Upgrade project.

### Qualifications

Baseline Security – Minimum.

Certification in HRSD – ServiceNow.

### Experience

The following requirements are **mandatory**:

- Developers based in Canberra<sup>1</sup> with extensive technical expertise in ServiceNow development (including Human Resources Service Delivery, Analytics and Reporting and Security Operations) and implementation of best practice;
- Have a working knowledge of Performance Analytics;
- Experience in ongoing management and maintenance of the ServiceNow HRSD including implementation of business improvements / changes (currently on backlog), incident management, and security patching etc;
- Knowledge of ServiceNow annual upgrades including analysis of potential opportunities to implement new functionality available in those upgrades;
- Willingness and ability to transfer technical skills (knowledge transfer) to up-skill the ATO EST Support Team in ServiceNow HRSD to enable them to support and enhance the application into the future, following best practice;
- Experience in Business Test Automation creation; and
- Knowledge of additional functionality available under the HRSD Professional licensing, including Now Assist for HRSD, Manager Hub, Performance Analytics, Virtual Agent, and Predictive Intelligence.

### Desirable Experience:

- Experience in ongoing management and maintenance of the People Connect system including implementation of business improvements / changes (currently on backlog), incident management, and security patching etc.
- Knowledge in implementing Cyber Security requirements
- Experience of ServiceNow annual upgrades including analysis of potential

### Hiring organization

ATO

### Employment Type

Contractor

### Estimated Start Date

1 December 2025

### Duration of employment

Initial contract of 12 months with possible three extensions of 7 months each.

### Job Location

Canberra

### Working arrangement

Hybrid

### Closing Date

29.09.2025

opportunities to implement new functionality available in those upgrades.

- Experience working within an agile team environment.
  - Experience using DevOps/TFS based collaborative software development tools.
  - Experience with the development of functional and technical documentation.
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- Experience working with business clients and key non-technical stakeholders to provide advice, demonstrations and workshops where required.
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- Fostered supportive and collaborative working relationships across support teams in EST and ATO Business and contributed to the delivery of workshops to ensure EST and ATO Business are delivering change and enhancements in line with the industry and product best practice.
  - Experience with the development of functional and technical documentation.

**Deliverables:**

- business improvements / changes (currently on backlog), incident management, and security patching etc;
- Cyber Security requirements – particularly related to pen test outcomes and treatments; and
- ServiceNow annual upgrade including analysis of potential opportunities to implement new functionality available in those upgrades.