

InSequence Overview:

At InSequence, we engineer outcomes for your most demanding technology problems. We hire talented professionals to bridge the technology gap between desired business results and actual implementation. Organizations often face a technology gap between getting a software solution and having it meet a desired business goal. InSequence closes that gap with engineered products and managed services that bridge IT expenditure and their organization goals. Our clients range from large government agencies to enterprises that utilize vast amounts of technology and data. They turn to us for our proven solutions and engineering mindset to manage technology that is predictable, scalable, and reliable.

Clearance Requirement:

- Active Secret Clearance or the ability to obtain one

Remote Support**Position Overview**

InSequence is seeking a highly skilled and experienced ServiceNow Developer supporting the Department of the Air Force (DAF) Enterprise IT as a Service (EITaaS) program. This role is responsible for the design, development, configuration, implementation, and ongoing optimization of our ServiceNow Software Asset Management (SAM) Pro module. The successful candidate will leverage their deep understanding of the ServiceNow platform and SAM best practices to ensure accurate license positions, drive cost savings, enhance compliance, and streamline software lifecycle processes. This is a hands-on technical role requiring strong ServiceNow development expertise, particularly with SAM Pro, along with excellent analytical and problem-solving skills.

Key Responsibilities**ServiceNow SAM Pro Development & Configuration**

- Design, develop, configure, and customize the ServiceNow SAM Pro module (Software Models, Entitlements, Discovery Models, Software Installations, Contracts, License Positions).
- Implement and maintain Publisher Packs (Microsoft, Oracle, Adobe, IBM, VMware, Salesforce).
- Develop/enhance SAM Pro workflows, business rules, client scripts, script includes, UI/data policies.
- Configure and optimize Discovery Sources (MECM, AD, Tanium, ServiceNow Discovery).
- Build integrations with Procurement, HR, CMDB, Finance, and external discovery tools via REST/SOAP APIs and IntegrationHub.
- Create and maintain advanced reports, dashboards, and Performance Analytics.

Software Asset Management Optimization

- Drive normalization and reconciliation processes to ensure license compliance.
- Identify optimization, harvesting, and cost-savings opportunities.
- Support process, data, and controls for APSR compliance.

- Define/administer SAM policies and procedures within ServiceNow.

System Maintenance & Support

- Perform health checks, tuning, and troubleshooting for SAM Pro.
- Support platform upgrades ensuring customizations/configurations remain intact.
- Collaborate with IT Ops, Infrastructure, and Security teams.
- Provide expert support to SAM analysts and stakeholders.

Documentation & Collaboration

- Create and maintain technical documentation, design specs, configuration guides, and process flows.
- Work with IT Asset Managers, Procurement, and Finance to gather requirements and align business needs to technical solutions.
- Participate in code reviews and contribute to best practices.
- Provide training and knowledge transfer to end-users and junior staff.

Qualifications**Required**

- Ability to obtain and maintain a Secret clearance.
- Bachelor's degree in Computer Science, IT, or related field (or equivalent).
- 5+ years as a ServiceNow Developer/Engineer.
- 3+ years implementing, configuring, and optimizing ServiceNow SAM Pro.
- Hands-on experience with normalization, reconciliation, license positions, publisher packs, models, and entitlements.
- Proficiency in JavaScript, REST/SOAP APIs, and ServiceNow scripting.
- Strong knowledge of ServiceNow architecture (CMDB, ITSM, ITOM).
- Experience with IntegrationHub and custom integrations.
- Understanding of software licensing models (user, device, core, CAL, PVU, socket).
- Experience with discovery tools (MECM, AD, ServiceNow Discovery).
- Strong problem-solving, communication, and stakeholder engagement skills.
- Ability to work independently and in teams; detail-oriented.

Desired

- ServiceNow Certified System Administrator (CSA).
- ServiceNow Certified Application Developer (CAD).
- ServiceNow Certified Implementation Specialist – SAM (CIS-SAM).
- ITIL v3/v4 Foundation certification.
- Agile/Scrum methodology experience.
- Familiarity with HAM and financial management of software assets.
- Knowledge of software licensing regulations and compliance standards.

ADA Notations:

- Regular communication.

- Noise conditions range from very quiet to very noisy.
- Prolonged use of computer (typing/keyboarding).

Salary Range:

- The final salary can be influenced by a variety of factors, such as Federal Government contract labor categories and wage rates, relevant work experience, specific skills and competencies, educational background, and certifications.

Perks:

- Company pays 100% of dental, vision, and life premiums and 85% of healthcare premiums for employees and dependents.
- 4% 401k match 100% Immediate Vesting
- Profit Sharing & Stock Options
- 3 weeks of PTO & 11 Federal Holidays
- Continuous training & education

InSequence Inc. is an Equal Opportunity Employer

We participate in the E-Verify Employment Verification Program.