

What will you be doing?

As a Senior ServiceNow DevOps Engineer, you are the technical linchpin within our ServiceNow environment. You will work on complex implementations and optimizations within IT Service Management (ITSM), Workplace Service Delivery (WSD), and Vulnerability Response (VR), including the associated integrations and dashboards. You are responsible for the design, development, and management of these modules, and you advise stakeholders on strategic decisions and best practices. You effortlessly switch between architecture, configuration, and process improvement, and you serve as a mentor to mid-level colleagues within the DevOps team.

- Design, develop, and manage ServiceNow modules: ITSM, WSD, and VR (including integrations and dashboards)
- Integrate additional functionalities like IRM, BCM, TPRM, Security Incident, and HR Service Delivery
- Set up and maintain CI/CD pipelines within ServiceNow
- Advise on architecture, governance, and lifecycle management
- Coordinate releases, incidents, and changes within DevOps
- Collaborate with security, compliance, and business stakeholders
- Lead technical workshops and knowledge sharing within the team
- Conduct peer reviews on user stories, configurations, and scripts
- Monitor and document compliance controls and audit trails
- Contribute to Agile ceremonies such as sprint reviews, retrospectives, and PI planning
- Support risk assessments and change classifications according to ITIL and DORA guidelines

Your workplace

Within IT Processes, we are responsible for ensuring that our colleagues understand and apply processes correctly, allowing us to comply with demonstrable control requirements imposed by regulators. We apply continuous improvement to make processes work for us instead of the other way around. With the management of assets and the CMDB, you provide the foundation for all other processes.

You will be part of a driven team where service, professionalism, knowledge, and expertise go hand in hand with a healthy dose of humor. We strive to constantly improve ourselves and, therefore, also the team.

What we ask of you

- Bachelor's or Master's degree, preferably in IT, information management, or cybersecurity
- At least 5 years of experience with ServiceNow in a DevOps role
- In-depth knowledge of ITSM, WSD, SecOps, IRM, and TPRM
- Experience with HRSD, IRE, and Performance Analytics is a plus
- Familiarity with Agile/Scrum, CI/CD, and DevOps principles
- Demonstrable experience with Agile delivery in a regulated environment
- ServiceNow certifications such as CSA, CAD, ITSM Implementation, SecOps, or IRM are a plus
- Strong communication skills and experience with stakeholder management
- Proactive attitude, analytical ability, and a sharp eye for quality and compliance
- Experience setting up audit-proof configurations and interpreting feedback from internal and external audits
- Knowledge of DORA, ITIL 4, and BCM frameworks is a plus

What do we offer?

What can you expect when you come to work at BNG Bank? You will be working for a sustainable and societal conscious bank, where the interests of our customers are paramount in everything we do. We do this together, with each other and with our customers. We connect, develop as people and professionals, and value you for who you are and what you contribute. The work we do is special, but we remain modest. This is what we pride ourselves on. We are a reliable employer with a clear mission. With us, you can deliver outstanding performance and you will be given a lot of responsibility right away. Of course, you can also count on good working conditions, such as:

- A competitive salary. Salary will be determined based on education and experience.
- A 13th month and 8% holiday allowance (paid monthly);
- Hybrid working. You will receive a home office compensation of €750 every 5 years and an expense allowance for working from home of €4 per day worked;
- Travel allowance of €0.23 per kilometre and full reimbursement of public transport costs based on second class travel;
- Personal development opportunities via our Archipel training platform. We believe it is important that you continue to develop, which is why you can make unlimited use of this platform;
- 216 hours of holiday per year based on a 36-hour working week and the option to buy and sell hours;
- A sports allowance worth €400 net per year;
- A bicycle plan worth €3,000 per 3 years;
- Free chair massages, boot camp/yoga;
- Once every 7 years, you can take two consecutive months of vitality leave.

And much more... discover it for yourself!

More information

If you have any questions about the position or the application procedure, please contact Martin Ipenburg, Corporate Recruiter, +31 653153718 or via werkenbij@bngbank.nl

Procedure

Our selection procedure consists of a telephone introductory interview with the recruiter and a maximum of two selection interviews, followed by a proposal of terms of employment. In accordance with our recruitment and selection policy, internal candidates will be given priority if equally suitable. A pre-employment screening is part of the application procedure.

No unsolicited acquisition

In order to submit CVs to BNG Bank N.V., an external recruitment agency must have entered into an agreement to this effect with BNG Bank N.V. Whereby, a CV may only be submitted if the agency has been invited to assist in the search for suitable candidates for a particular position. BNG Bank N.V. will not treat any unsolicited CVs submitted outside these conditions as direct applications from the candidate. An agency that sent the unsolicited CV cannot derive any rights from the foregoing. BNG Bank N.V. is not liable for any placement fees or any other compensation. Unsolicited CVs will not be returned by BNG Bank N.V.