TECHNOLAVA RECRUITING & STAFFING SERVICES

TechnoLava is a full service recruiting company focused on the IT Service Management and DevOps job market and dedicated to finding high quality candidates to meet your ITSM Process Development or Application Development or ITSM/DevOps Tool Implementation needs. We stay at the forefront of any new developments for IT Service Management and DevOps careers and we pride ourselves on providing a faultless service to both candidates and employers in the Development or Operations field.

Our goal is to match Development and Service Management experts with your business needs, while building mutually beneficial professional relationships. For the past 30 years our team has been operating with these values as we place IT professionals throughout the United States and around the world.

The power of personal connection distinguishes TechnoLava in the crowded market of Information Technology recruiting. Through specialty education, extensive experience and most importantly, personal relationships, we have proven our services and superior industry knowledge are what make exceptional technical solutions and staffing.

TechnoLava supplies resources for all major Service Management, Automation and Cloud technologies, including BMC Remedy, HP Service Manager/Asset Manager and ServiceNow.

The types of positions include:

- **IT Service Management Process Positions:**
  Project Manager, Change Manager, Configuration Manager, Service Delivery Manager, Service Desk Manager, Service Desk Analyst, Operations Manager, Process Analyst, etc.

- **IT Infrastructure and Tool Implementation Positions:**
  Infrastructure Manager, Infrastructure Analyst, Service Desk Analyst, Data Analyst, Remedy Developer, ServiceNow Developers, Service Administrators, ServiceNow Implementation, etc.

- **DevOps Application and Tool Implementation Positions:**
  We have an extensive database of developers with a background in Web development with extensive J2EE, JavaScript, UI/UX, Big Data and Database development plus experience with GitHub, Chef, Puppet Labs, Jenkins, SaltStack and many of the other tools used in a DevOps environment.

In addition, our recruiting services are provided in support of the following Information Technology Skills Areas:

ITSM
ITSM Process Development & Consulting
ITSM Tool Implementation (ServiceNow, BMC Remedy, HP, CA)

Project and Program Management
Project Managers
Program Managers
Project Administrators
Business Analysts
System Analysts

Technical Architecture
Enterprise Architects
Cloud Infrastructure Architects
Software and System Architects
Systems Architects
Database Architects

Application Development
DevOps Engineers
Application Developers
Cloud Software Architect
Web Developers
Database Developers
Quality Assurance and Testing

Software Configuration Management
Mobile Applications
Enterprise Resource Planning

Network and Infrastructure
Helpdesk
Desktop Support
Network and System Administrators
Network Engineers
WAN Engineers
Information Systems Security
Disaster Recovery
Telecommunication Support

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TECHNOLAVA SERVICENOW CONSULTING SERVICES

SERVICENOW ITSM PROCESS IMPROVEMENT - IMPLEMENTATION – RAPID DEPLOYMENT

Experienced TechnoLava implementation consultants will work with your organization to map out your existing processes and see how they fit into the ServiceNow landscape; clients are often surprised to find that their processes can be improved, refocused, and enhanced in ways their previous systems would not have allowed for. Only after building a solid process and set of requirements will the applications be developed. Our focus is to implement the ITIL processes concisely and in a supportable and sustainable manner.

CUSTOM APPLICATION DEVELOPMENT

ServiceNow is much more than a world class IT Management System; it is also a solid development platform upon which you can build your organization's other processes and applications. Out of box platform features such as approvals, email notifications, and extensive integration points mean your resources will spend more time building the core application and less time building the plumbing.

There are many options for having a custom application built. TechnoLava works with a focus on building applications that work as intended, your people are happy to use, and provide the true business value you expect from your investment. Similar to an ITIL implementation, we will work with you to gather your requirements, achieve signoff from key stakeholders, and provide a solid application for your needs.

INTEGRATIONS

Your organization has many other applications that support your internal processes and core business, many of which have relationships with processes built in your ServiceNow environment. While the ServiceNow platform provides numerous means for integrating with other systems, it isn't always trivial or obvious to build these integrations. TechnoLava has integration specialists who can tie your systems together in an effective and supportable manner. There are often many ways to tie disparate systems together, but the correct solution is not always obvious.

REMOTE ADMINISTRATION

We understand that one of the challenges organizations occasionally face in supporting ServiceNow is finding a support team of appropriately skilled resources to manage the system on a day-to-day basis.

Our Remote Administration service provides organizations with the ability to free up valuable resources to focus on other, more pertinent, business challenges. Need temporary coverage for a System Administrator? Or is your System Administration team engaged with projects elsewhere? By providing this service on a flexible and on-demand basis, we can flex our support service to match your support requirements.

ABOUT TECHNOLAVA

TechnoLava is an IT Consulting and Solutions company that is focused on IT Service Management and IT Architecture and Application Development with expertise in the DevOps and Cloud Computing market. We provide ITIL based best practice consulting and implementation services and Best-of-Breed tools that enable organizations to proactively manage and secure their IT infrastructure. TechnoLava provides Full Lifecycle Development, to include Requirements Analysis, Process and Workflow development and design and implementation of the solution. Focusing on your strategic business goals, TechnoLava's experienced ServiceNow team can help you define your operational needs and successfully design and deploy secure, reliable management solutions. TechnoLava has ServiceNow certified and highly experienced engineers for your implementation, customization and application development requirements. TechnoLava provides expertise with ServiceNow Project Portfolio Suite (PPS) and Governance, Risk and Compliance (GRC) and provides integration services with other enterprise tools such as Cloudbees and Chef for integrated Software Development Life Cycle (SDLC) and Compliance solutions. For more detailed information about our capabilities, please contact us at Info@TechnoLava.com