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Sr. ServiceNow Administrator 1237

Description

The purpose of **Senior ServiceNow Administrator** position is to...

- Provide day-to-day support for administration, configuration, and ongoing maintenance of the ServiceNow platform
- Perform design and implementation tasks such as; requirements gathering, configuration, integration and testing
- Partner with users to create/modify process workflows, reporting and dashboards in addition to developing knowledge, technical and process documentation.
- Remain current on new features and functionality that plays a key role in driving continual improvement

Responsibilities

Outcomes & Activities:

- Implement and enhance ServiceNow platform and modules per business requirements
- Complete development, configuration and workflow administration to support business processes in the platform
- Provide day to day operational support and maintenance including planned maintenance outages
- Assist with unit testing and installation of new modules, releases and version upgrades
- Perform assessments and listen to internal customers to understand and anticipate their business needs and determine their priorities in the context of the overall enterprise and strategy
- Be the primary technical resource to complete a backlog of activities on the ServiceNow platform, as well as enable client to execute on future implementation activities
- Assist with being a Tier-2/3 support for ServiceNow system
- Provide analysis of problems while working toward solutions to technical issues
- Comply with applicable laws, regulations, standards, policies and procedures
- Comply with regulatory compliance and assigned training requirements including but not limited to BSA regulations corresponding to their specific job duties
- Additional duties as identified
- Remain compliant with our policies, processes and legal guidelines

Qualifications

Requirements:

- ServiceNow certified Admin with 4+ years administrator experience
- Configure ServiceNow Discovery, Orchestration, Event Management and Cloud Management ITOM modules.
- 3rd party software integrations with ServiceNow
- 4+ JavaScript experience including usage of jQuery, Bootstrap and AngularJS frameworks; HTML experience.
- Relational database expertise in relation to an enterprise software system
- Knowledge of system design and development used within Service Oriented architecture and web services integration (REST, SOAP, WSDL, JAXWS)
- Facilitate and support the rollout of new application and enhancements in ServiceNow
- Strong working knowledge of ServiceNow components such as Service Catalog, Change/Incident/Problem Management, Asset Management, CMDB, Knowledge, Release Management, etc.
- Advice functional and admin teams on design, development and overall ServiceNow best practices.
- Expert in following areas of ServiceNow – Workflow Editing, Report Generation, Performance Analytics, Update Sets, Glide Records and System, CMS, Orchestrator / MID Server
- Expert in following technologies – javascript, sql, HTML, CSS, Webservices API (SOAP or REST), PowerShell, JSON, XML
- Available to work flexible hours as required by assigned projects or system problems
- Work onsite at the assigned required work location

Hiring organization

Talent Advantage Group

Employment Type

Direct Hire

Job Location

Southfield, MI

Date posted

02/04/2020

Preferred:

- Bachelor's degree or equivalent in Computer Science, Information Systems, or closely related field of study

Knowledge and Skills:

- Be organized and capable of meeting all deadlines
- Remain positive, professional, determined, calm and focused when faced with challenging situations
- Be a quick thinker, with an ability to understand and interpret information promptly and effectively
- Be self-driven, motivated to help, and able to perform with minimal supervision in a team environment
- Be data driven and able to troubleshoot complex issues thoroughly to resolution