

ServiceNow Administrator

Roles and Responsibilities

- Maintain day-to-day operations and participate in production deployments to improve user experience on the ServiceNow platform
- Work with both developers and product owners to deliver feature requests, patch fixes, upgrades to the platform, and maintain integrations
- Perform triage and troubleshooting to resolve production issues, respond to service requests such as configuring dashboards & reports, manage user access, and test features to ensure the user experience is best-in-class
- Reports to Manager of Technology Solutions on Service Management team

Required Skills

- 2+ years working in production support environment driving timely resolution
- 1+ years end-user experience on the ServiceNow platform
- Experience with Cloud administration, API's, Web Technologies (XML, HTML, JavaScript, Web Services, etc.)
- Knowledge of technical components, such as LDAP, VPN, SSL and other technologies
- Knowledge of ITIL Foundation and other frameworks such as COBIT
- Evaluate and monitor performance of services in production
- Work collaboratively with cross-functional partners and peers
- Identify opportunities for improving user experience
- 1+ years of experience with administration of the ServiceNow platform preferred

Qualifications

- BS or MS in Business, Computer Sciences, Engineering, or related field (equivalent combination of related education, training, and experience may be considered)
- Minimum of 5 + years related work experience