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# Example of ServiceNow Administrator Job Description

Our company is looking for a servicenow administrator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for servicenow administrator

* Be responsible for the configuration and administration of solutions within the ServiceNow environment
* Work with ITSM team members, internal customers, and external vendors to design, configure, test, document, and deploy system changes to the environment
* Be the primary resource for ensuring system health
* Provide technical insight in designing and supporting ServiceNow while aligning to Service Management standard methodologies
* Configure, customize, script, and develop the ServiceNow platform
* Gather specifications from service owners, document requirements, and deliver product releases to meet business needs
* Build workflows from service owner requirements including requests, request items and tasks
* Design and build integrations and process automation using ServiceNow Orchestration
* Use MID servers, web services, email and other relevant technology to integrate tools with the ServiceNow platform
* Create views and reports as needed to illustrate service performance and demonstrate business value

## Qualifications for servicenow administrator

* Experience with SOAP and REST API development
* ITIL Foundations knowledge or certification
* Active in the ServiceNow community, including having attended Knowledge events, user group meetings, and participating on discussions in the ServiceNow online forums
* Bachelor’s degree from an accredited institution in information systems, engineering or other related field
* Ability to be on call 24/7 on a 8 week rotation basis
* Experience with Enterprise Content Management [drupal, SAP]