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# Example of ServiceNow Administrator Job Description

Our company is searching for experienced candidates for the position of servicenow administrator. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for servicenow administrator

* Provide the direction and guidance to the team members in carrying out their tasks
* Work with Application SMEs to create and validate Service Maps for key applications
* Adheres to existing platform governance process for support and maintenance
* Works closely with existing governance teams as a team member (Module Leads, Program and Platform Management)
* Day to day support and maintenance of the ServiceNow platform, work with teams to develop solutions in ServiceNow
* Build requested items and task using workflows to manage process
* Work with teams to resolve support issues in ServiceNow
* Create and configure Business Rules, UI Polices, UI Actions, Client Scripts and ACL’s
* Create and configure Notifications, UI Pages, UI Macros, Script Includes and Formatters
* Create reports and dashboards as needed

## Qualifications for servicenow administrator

* Ability to manage multiple requests, assess priorities, and achieve solutions under deadlines
* Participate in local area Service-Now User Groups (SNUG)
* Experience administering cloud-hosted applications
* Evidence of relevant industry certifications (ITIL, HDI, DevOps, Lean IT)
* ServiceNow system experience preferred and certified
* Working knowledge of ITIL, SDLC, requirements gathering, user stories