Our company is growing rapidly and is looking to fill the role of servicenow administrator. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for servicenow administrator

- Develop clear and concise technical & process documentation
- Understand new ServiceNow features and unused module functionality to drive platform expansion and adoption
- Custom development, configuration and testing, including developing customizations in ServiceNow to meet project objectives and business needs
- Service operations and escalated support, assisting in the management of our ServiceNow service, including core configuration, user administration, core application administration and service administration and upgrades
- Manage the setup, administration and configuration of Field System Support applications and tools
- Investigate technical solutions and coordinate with support teams to validate accuracy of the online support documentation
- Install and troubleshoot additional operating system software that is FSS specific to maintain the FSS Intranet site to support intra-department and inter-department communication
- Assist in the investigation and implementation of call center infrastructure improvement projects
- Collaborate with team members to look for ways to continuously improve our enterprise platform related processes
- Provide visibility to the performance and issues related to Discovery

Qualifications for servicenow administrator

- Knowledge of IT application operations concepts, architecture & information security
- Experience dealing with vendors in critical support situations
- Experience working with remote and offshore resources
- Extensive walking throughout property when necessary to provide technical support to guests, vendors, Team Members assist IT on call team members
- Occasional lifting and transporting of moderately heavy objects, such as computers and peripherals
- He / She must have a general administration experience with proven ability to effectively prioritize workload in line with business requirements