**ServiceNow Support/Admin Engineer**

**Description**

* Basic issue resolution and request fulfillment e.g user access issues, setting up new users, assigning users to roles/groups, setting up basic request items on the service catalog
* Coordinating with L2 system admin for more complex issues and request fulfillment e.g interface issues, setting up complex request items on the service catalog
* Coordinating with L2 system admin and ServiceNow support for bugs and other issues that L2 cannot resolve so your resource will need to play the L2 role and be a certified sys admin
* Performs and provides automation for testing and integration of such systems, subsystems and components.
* Participates in all technical aspects of the development projects and solution delivery pertaining to ServiceNow Integrations utilizing Agile/Scrum methodology
* Interface with internal and external technical teams to successfully test and deliver to project requirements.

**Qualifications**

* Bachelor's degree in systems engineering, computer science, management information systems, or related field required.
* Experience with Java Script code is a plus
* Experience with REST/SOAP Webservices, JSON is a plus
* Good verbal and written communication skills; Good speaking and understanding of the English Language
* Ability to work collaboratively with other ServiceNow developers/SCRUM teams
* Ability to Identify issues/deficiencies, and recommend solutions, with a mindset for continuous improvement
* Ability to work independently and as part of a global team
* Ability to work full time in a fast-paced environment; physically able to sit/stand at a computer and work in front of a computer screen for significant portions of the work day
* Knowledge of ServiceNow components such as Service Catalog, Change/Incident/Problem Management, Asset Management, CMDB a plus.