

Job Description: ServiceNow Administrator

Job Duration: FTE

Job Location: Olyphant, PA

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Position overview

The ServiceNow Administrator role plays a vital function in ensuring the day-to-day administrative support for the internal team as well as assists with customer-focused ServiceNow administration tasks.

The ServiceNow Administrator role is an entry-level role focusing on educating and mastering the fundamentals of ServiceNow administration, paving the way for other career growth opportunities within the Pathways organization such as Development, Quality Assurance, Release Management and Project Management consulting roles. Individuals in this role should have a firm understanding and education of typical technical administration practices as listed out below.

An ideal ServiceNow Administrator candidate is eager to learn the nuances of the ServiceNow platform and is also looking to expand and grow their experience with an IT Service Management Organization. Candidates will fulfill a variety of exciting daily initiatives both internally as well as for medium to large size corporations and enterprises.

What you get to do

- Train and quickly become certified in ServiceNow Platform Administration (CSA Certification)
- Control, collaborate and administrate all ServiceNow system administration tasks in support of internal and customer focused efforts:
 - Typical ServiceNow administration tasks include User/Group/Role Administration, LSAP/SSO integration, cloning, theming, CMDB mappings, SCCM configuration, transform mapping and many other unique areas of ServiceNow Platform functionality
 - Access to ServiceNow partner resources and internal training experts to help grow and hone your skills based on your career goals
 - Complete data manipulation, data loads, and reporting in support of internal and external ServiceNow maintenance
 - Participate in code deployments and scheduled releases
- Coordinate and execute support efforts in support of Pathways Support and Managed Service offerings:
 - Complete daily support activities in support of Pathways Consulting Group customers
 - Meet and exceed client contract defined Service Level Agreements in support of their ServiceNow platform
 - Own response and communication back to customers for raised tickets and inquiries through our ticketing system, emails, and phone calls
- Install and configure software and hardware
- Manage network servers and technology tools
- Set up accounts and workstations
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages
- Ensure security through access controls, backups and firewalls
- Upgrade systems with new releases and models
- Develop expertise to train staff on new technologies
- Build an internal wiki with technical documentation, manuals and IT policies

To be successful, we need someone who has

- Proven, demonstrable abilities as a System Administrator, Network Administrator or similar role
- Familiarity with networks (LAN, WAN) and patch management

- Knowledge of system security (e.g., intrusion detection systems) and data backup/recovery
- Familiarity with various operating systems and platforms. Familiarity with ServiceNow is a plus
- Resourcefulness, problem-solving aptitude, and self-motivation
- Excellent communication skills and professionalism dealing with both internal and external entities
- BSc/Ba in Information Technology, Computer Science or a related discipline; professional certification (e.g., Microsoft Certified Systems Administrator (MCSA)) is a plus

About Pathways

Pathways Consulting Group is an Elite ServiceNow partner with a core competency in Enterprise Service Management. We help organizations build the fundamentals to run more- efficiently and align with their overall corporate strategy. We also provide organizations with the knowledge needed to enable them to make sound business decisions around people, process, governance and technologies, and to operate as a service provider for their customers.

Utilizing the ServiceNow platform, Pathways Consulting Group provides full end-to-end services around Enterprise Service Management (ESM). A solid ESM platform is key to ensure a successful implementation. Therefore, we also help organizations build and improve their ESM workflows and processes. This includes analysis of existing processes and workflows and evaluating all possible improvements, ensuring today's changes help build toward the vision of your future ESM practice.

We believe an organization's employees are their biggest asset. Our employees' professional growth means growth for the company as a whole. This belief is reflected in our employee training initiative, focusing on knowledge transfer, team building and one-on-one mentoring.

Pathways offers full benefits for employees including, but not limited to, paid and sick time off, vacation time, medical, dental, and vision insurance, 401K plan with employer contribution, FSA, and life insurance.