

Job Detail

Senior Level

Position Title	Service Now engineer
Recruiter Company	Fidel Consulting KK
Company Name	Company name is private
Activated / Updated	2024-03-06 / 2024-03-07
Job Type	IT (PC, Web, Unix) - Web Application SE IT (PC, Web, Unix) - Database SE Executive - Other
Industry	
Location	Asia Japan Tokyo
Job Description	<ul style="list-style-type: none"> • Responsible for interacting with customers for requirement gathering, Developing/administering technical solutions on the ServiceNow tool platform to satisfy the business needs of the IT department and beyond. • Implementations and enhancements of ITSM module with Service Catalog, Workflows, Flow designers, Incident, Problem, Change, Knowledge management and CMDB modules etc. • Implement Reports, Dashboards, KPI and Performance Analytics for different modules of ServiceNow. • Manage ServiceNow Version Upgrading, Patching's activities. • Design and implementation of Service portal, widgets, Themes • Integrate ServiceNow with other 3rd party tools using REST, SOAP web services, JDBC and integration Hub. • Consults with Process Leaders to develop appropriate technical solutions in ServiceNow. • Follows up on outstanding development needs and provides timely status reports to the project manager. • Advises on options, risk and impacts on business/ITIL processes. • Communicates technical problems and solutions to both technical and non-technical audiences. • Applies innovative technology to business processes to develop new solutions and troubleshoot issues
Company Info	<p>The group is a global enterprise headquartered in India. The group operates in more than 100 countries across six continents with a mission 'To improve the quality of life of the communities we serve globally, through long-term stakeholder value creation based on Leadership with Trust'.</p> <p>Sixty-six percent of the equity of Sons, the promoter holding company, is held by philanthropic trusts, thereby returning wealth to society. The name has been respected in India for 150 years for its adherence to strong values and business ethics.</p> <p>The companies of the group employ the best and finest, strengthened by a culture of ethics and integrity. Today we stand strong at 702,454 employees.</p>
Qualifications	<ul style="list-style-type: none"> • Strong knowledge on Non ITSM modules like ITOM, SPM(ITBM), ITAM, CSM, SecOps, GRC, HRSD. • 4 to 8 years experienced in implementation/configuration of ServiceNow ITSM solution in medium to large organization
English Level	Business Conversation Level (TOEIC 735-860)
Japanese Level	Business Level(JLPT Level 2 or N2)
Salary	JPY - Japanese Yen JPY 7000K - JPY 9000K
Holiday Description	<ul style="list-style-type: none"> • Annual paid leave, • Full weekly two-day system (Saturday / Sunday), • Holidays, year-end and new year holidays, • Condolence leave • Child care and Family care leave • insurance: health, • welfare pension, employment and workers' compensation insurance

• system: asset-building savings and defined contribution pension and cafeteria plan (choice corporate members welfare services)