

ServiceNow ITOM Developer

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Company: Infy Mexico

Location: Mexico

Category: computer-and-mathematical

ServiceNow ITOM Developer

Associate Consultant

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Job Description

Consultant - ServiceNow ITOM Developer

Job Description:

Infosys is seeking **Consultant– ServiceNow ITOM** This role requires close partnership and collaboration with Executive Stakeholders, Business Stakeholders and Subject Matter Experts. Essential Job Duties include working on complex ServiceNow deployments aligned to Industry best practices and translating functional & technical requirements into implementation work package. Should be able to interact with the different architecture, platforms, application and infrastructure teams to understand and design the solution. The role requires an outgoing, committed and proactive leader able to champion ServiceNow's ITSM implementations, the successful candidate will have a can do attitude to problems and importantly able to strike a good balance between get it done and process maturity. Matrix management, influencing skills, partnering with the business and continuous service improvement will form the base of the role.

Required Qualifications:

- Candidate must have a proven track record in successfully designing & implementing CMDB for an enterprise.
 - Candidate must have experience with industry leading Discovery tools.
 - Candidate must have experience in implementing large and complex business service mapping solutions.
 - Candidate must have knowledge about IT Infra components and properties in scope of Service Mapping.
 - Candidate would need to understand the Application architecture and design the service map accordingly.
 - Candidate would need to identify risks and issues related to Application/Infra Service Mapping needs.
 - Candidate would need to have experience with Event Management alert setup in Service Mapping.
 - Candidate should have expertise in identifying functional, technical, and business requirements and provide solutions.
 - In addition, candidate is expected to support monitoring practice development initiatives, customer presentations / demonstrations.
 - Design / Implementation / Support of Discovery, Service Mapping & CMDB needs for medium to complex environments
 - Perform complex / technical solution design and implementations.
 - Create solutions based on ITIL good practices and implementations.
 - Maintain documentation of configured metrics and configurations.
 - Interact with Infra / Network / Application stakeholders in determining appropriate monitoring needs.
 - Programming and / or scripting languages exposure would be plus.
- Experience:
- Minimum 5 Years of industry experience with Discovery, Service Mapping & CMDB build with hands-on experience in small & large implementations.

Preferred Qualifications:

- Good understanding of architecture / infrastructure concepts and ITIL implementation.

- Certified System Administrator and Certified Implementation Specialist (ITOM).
- Planning and Co-ordination skills.
- Good Communication and Analytical skills.

The job entails sitting as well as working at a computer for extended periods of time. Should be able to communicate by telephone, email or face to face.

Country

Mexico

State / Region / Province

Nuevo León

Work Location

Monterrey

Interest Group

Infy Mexico

Domain

Retail and Consumer Packed Goods

Skillset

Technology|Infra_ToolAdministration-ITSM|ServiceNow,

Technology|Infra_ToolAdministration-ITSM|ServiceNow-ITOM

Company

Infosys Mexico

Role Designation

2014ASRACO Senior Associate Consultant

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