



ServiceNow Specialist

Job Information

Hiring Company

[Intersoft K.K.](#)

Job ID

1490021

Industry

Bank, Trust Bank

Company Type

Large Company (more than 300 employees) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chiyoda-ku

Salary

4.5 million yen ~ 5 million yen

Refreshed

August 9th, 2024 16:40

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

We are seeking a skilled ServiceNow Specialist to join our IT team at The successful candidate will play a critical role in customizing and developing ServiceNow solutions tailored to the bank's needs. Key responsibilities include designing workflows, scripts, and UI policies, supporting and enhancing ITSM processes, and integrating ServiceNow with other enterprise systems. The role also involves providing user support and training, as well as creating and maintaining dashboards and reports to track and improve IT service performance.

Key Responsibilities:

- **Customization and Development:** Design, develop, and implement custom ServiceNow solutions, including workflows, scripts, business rules, and UI policies.
- **Incident, Problem, and Change Management:** Configure and optimize ITSM modules such as Incident, Problem, Change Management, and Request Fulfillment.

- **Integration:** Integrate ServiceNow with other enterprise systems, ensuring seamless data flow and process automation; develop and maintain APIs and connectors.
 - **User Support and Training:** Provide technical support, troubleshoot issues, and conduct training sessions to enhance user adoption and proficiency.
 - **Data Analysis and Reporting:** Create and maintain dashboards, reports, and performance analytics to track IT service metrics and recommend improvements.
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Company Description