ServiceNow Developer

Job Information

Hiring Company
Intersoft K.K.

Job ID
1514094

Industry
Investment Banking

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
4 million yen ~ Negotiable, based on experience

Refreshed
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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

Job Summary:
We are seeking a talented and motivated **ServiceNow Developer** who is proficient in both Japanese and English to join our dynamic team in Tokyo. This role is ideal for a professional who thrives in a fast-paced, multicultural environment and has a strong technical background in ServiceNow development. You will be instrumental in designing, implementing, and maintaining solutions that optimize IT service management (ITSM) processes and align with business objectives.

Key Responsibilities:

- Design, develop, and customize ServiceNow applications and modules to meet client requirements.
- Implement and manage ITSM workflows, including incident, problem, change, and asset management.
- Collaborate with stakeholders to gather and document requirements and translate them into technical specifications.
- Integrate ServiceNow with third-party applications and systems using APIs and integration tools.
- Perform system upgrades and maintain the ServiceNow platform to ensure high performance and reliability.
- Develop and deliver technical training and user documentation in both Japanese and English.
- Troubleshoot and resolve system issues, providing ongoing support and maintenance.
- Work closely with cross-functional teams to ensure solutions are aligned with business goals.

Required Skills

- **Language Skills**: Native or business-level proficiency in Japanese (JLPT N2 or higher) and fluent English communication skills.
- **Technical Expertise**: Proven experience as a ServiceNow Developer, with in-depth knowledge of ServiceNow modules, scripting, and workflows.
- **Programming Skills**: Proficiency in JavaScript, Glide API, and other related languages used in ServiceNow development.
- Familiarity with ITIL frameworks and best practices.
- Experience with integrations using REST/SOAP APIs and other integration tools.
- Strong understanding of database management, including table structures and relationships.
- Ability to create reports, dashboards, and performance analytics within ServiceNow.

Company Description