

# Position Title: Service now - Senior Developer – ITOM Visibility & CMDB - I3

## Job Overview

**Position Title:** Service now - Senior Developer – ITOM Visibility & CMDB - I3

**Location:** Hyderabad, Noida

**Primary Skills:** Service Mapping, ITOM modules Discovery, and CMDB Certified Implementation Specialist.

**Experience Level:** 5-8 years.

**Salary Package:** Best in the Industry.

**Job Type:** Full-Time, 5 days' work from office.

## Job Description

ITOM modules, Discovery, Service Mapping, and CMDB, Certified Implementation Specialist.

## Position Overview

- We are seeking an accomplished Senior Developer with hands-on expertise in ServiceNow ITOM Visibility and CMDB.
- The ideal candidate will have 5–8 years of relevant experience, possess recognized ServiceNow ITOM certifications, and demonstrate significant experience in actionable, production-scale delivery of ITOM solutions.

## Key Responsibilities

- Design, develop, and implement ServiceNow ITOM modules with a focus on Discovery, Service Mapping, and CMDB.
- Build and maintain accurate, automated CMDB population through Discovery and integration with infrastructure, cloud, network, and third-party sources.
- Architect, configure, and support MID Servers, event management rules, probes, sensors, and automated workflows.



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- Ensure CMDB data integrity, normalization, reconciliation, and support ongoing health assessments and audits.
- Troubleshoot and resolve issues related to ITOM, Discovery, Service Mapping, and CMDB modules.
- Collaborate closely with IT, infrastructure, application, and business teams throughout project lifecycles.
- Mentor junior developers and share technical expertise within the delivery team.
- Produce and maintain comprehensive technical documentation and implementation roadmaps.
- Stay updated with ServiceNow upgrades, releases, and ITOM best practices for continuous improvement.

## Requirements

- Experience: 5–8 years of hands-on ServiceNow development with a proven record in ITOM, Discovery, Service Mapping, and CMDB project delivery.
- Certifications: ServiceNow ITOM-related certifications (e.g., Certified Implementation Specialist – ITOM, Discovery, Service Mapping).

## Technical Skills:

- Deep practical knowledge of ServiceNow ITOM suite—especially Discovery, Service Mapping, Event Management, and CMDB.
- Experience with MID Server configuration and troubleshooting.
- Proficiency in scripting (JavaScript, Glide), Flow Designer, and system integrations.
- Understanding of cloud, on-premise, and hybrid infrastructure.
- Strong grasp of ITIL and configuration management best practices.
- Delivery Skills: Demonstrated delivery of multiple ITOM and CMDB projects in a client-facing or complex enterprise environment.
- Soft Skills: Effective communicator, strong collaborator, and skilled in knowledge sharing.

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## Preferred Qualifications

- Additional ServiceNow certifications (Discovery, Service Mapping, Event Management).
- Experience integrating ServiceNow ITOM with monitoring tools (e.g., SolarWinds, Splunk, Dynatrace).
- Familiarity with cloud platform integrations (AWS, Azure, GCP).



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