

Position: ServiceNow ITOM - L2

Job Overview

Position Title: ServiceNow ITOM - L2

Location: Hyderabad, Noida

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

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

Experience Level: 3-5 years.

Salary Package: Best in the Industry.

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

Job Description

We are seeking a skilled Developer with hands-on experience in ServiceNow ITOM Visibility and CMDB. The ideal candidate will have 3–5 years of relevant experience in delivering ServiceNow ITOM projects, with a preference for candidates who hold recognized ServiceNow ITOM certifications.

Key Responsibilities

- Develop and implement ServiceNow ITOM modules, especially Discovery, Service Mapping, and CMDB.
- Configure and support automated CMDB population through Discovery and integrations with infrastructure, cloud, and network sources.
- Assist in the setup and optimization of MID Servers, probes, sensors, and workflows for ITOM operations to be the driving force
- Ensure CMDB data quality, normalization, and reconciliation through ongoing monitoring and issue resolution.



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- Support the troubleshooting and resolution of issues related to ITOM, Discovery, and CMDB modules.
- Collaborate with IT, infrastructure, and business teams to gather requirements and deliver project objectives.
- Maintain up-to-date documentation of technical solutions, processes, and configurations.
- Stay engaged with ServiceNow platform updates, new features, and best practices in ITOM and CMDB management.

Requirements

- Experience: 3–5 years of experience developing and supporting ServiceNow ITOM (Discovery, Service Mapping, CMDB) solutions.
- Certifications: ServiceNow ITOM-related certifications preferred (e.g., Certified Implementation Specialist – ITOM, Discovery, Service Mapping).

Technical Skills:

- Proficiency with ServiceNow ITOM modules, CMDB structure, and Discovery processes.
- Hands-on experience configuring MID Servers, integrating infrastructure data, and building workflows.
- Scripting (JavaScript, Glide) and ServiceNow Flow Designer experience.
- Familiarity with ITIL/Configuration Management practices.
- Ability to support delivery in a fast-paced, client-facing environment.
- Soft Skills: Strong communication and teamwork abilities, problem-solving mindset, and attention to detail.

Preferred Qualifications

- Additional ServiceNow certifications (ITOM, Discovery, Service Mapping).
- Experience integrating ServiceNow ITOM with external monitoring and cloud platforms.
- Exposure to multi-cloud environments and on-premise infrastructure integrations.

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