

# ServiceNow Administrator

GlobalConnect looks to strengthen our ServiceNow System Owner team by adding a ServiceNow Administrator to manage day-to-day administration, configuration, and ongoing maintenance and development of the ServiceNow platform.

In Operations at GlobalConnect we focus on delivering professional and efficient Network and IT services to the business on a Pan Nordic scale. ServiceNow is the key Service Management platform which enables the CSM/ITSM processes among other key processes in GlobalConnect – and more will come.

**The primary responsibility of our new ServiceNow Admin is:**

- Platform ownership
- Day-to-day administration.
- Configuration and development
- Ongoing maintenance.

This will include supporting selected business stakeholders with optimization of Incident, Problem and Change processes within the CSM/ITSM module, as well as further roll out of other service modules.

On development our new colleague must be leveraging best practices, practicing innovative thinking, and employing excellence in execution to:

- Review request for development and determine the technical design.
- Identify the area(s) of the code that needs to be created and/or modified.
- Develop scripts/code to meet business requirements of the request.
- Add/update user level permissions in support of the requested functionality.
- Perform the initial testing to ensure that the code performs as requested.
- Demonstrate the functionality to the requester.
- Make updates based on feedback from the requester and demonstrate the updated functionality.
- Move the code from Development Instance to Test Instance using Update Sets.
- Move the code to the Production after the code is approved, and during a scheduled maintenance window.
- Support the code once released to Production by investigating reported issue(s) and taking the issue(s) through to resolution.

The ServiceNow role will include partnering with the business users to create and modify process workflows, reporting and dashboards in addition to developing knowledge, technical and process documentation. Staying up to date with new features and functionality, playing a key role in driving continual improvement is a considered mandatory.

## **Responsibilities:**

- Support the business in the applicable version of ServiceNow running.
- Develop and implement requirements from the business and/or the team backlog.
- In collaboration with the team design solutions in ServiceNow.
- Obtain knowledge about new areas of ServiceNow and spot where this knowledge can add value to GlobalConnect.
- Support the establishment of a ServiceNow User Group.
- Engage actively in discussions with the team about challenges and opportunities.
- Enhance the ServiceNow support experience.
- Provide standard support and configuration on the standard ServiceNow modules.
- Participating in system and user acceptance testing efforts.
- Assisting in post implementation support and system enhancements.
- Performs system administration, application configuration, data cleansing and

**Job Title:**  
ServiceNow Admin

**Application Deadline:**  
As soon as possible

**Company:**  
GlobalConnect

**City:**  
Copenhagen

**Country:**  
Denmark

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dashboard management.

- Drive development, testing, training, support and launch plans to deliver a quality product, with user adoption and acceptance.
- Structure and participate in ServiceNow business prioritization meetings.

#### **Knowledge, Skills, and Abilities:**

It is important for us that:

- You come with 3+ years of experience in configuration, administration and development experience working with ServiceNow.
- You have working knowledge of ServiceNow components such as Service Catalog, Change/Incident/Problem Management, Asset Management, CMDB, Knowledge, and/or other modules.
- You have the skills to effectively analyze and solve problems.
- You are familiar with the ITIL framework.
- You have ability to translate technical requirements into solutions.
- You possess impeccable time-management and a natural sense for documentation.
- You have strong interpersonal skills and the ability to establish and maintain effective working relationships with colleagues, vendors, and stakeholders.
- You have strong written and verbal communication in Danish and English
- You can function effectively in a fast-paced environment.
- You are commercially minded.

It would be nice if you have:

- ServiceNow System Administration Certification.
- ITIL v3 certification.
- Knowledge of ITOM (Operations Management), ITAM (Asset Management), ITBM (Business Management) and Performance Analytics.

#### **Personal skills**

- A structured, thorough, and methodical approach.
- Great people skills.
- Great communication skills.
- The capacity to cooperate across functions and the ability to work in teams.
- Reliable and able to build confidence both internally as well as externally.

As much as you love thinking about what is possible, you have a healthy appreciation for leveraging standards. Structure, repetition, scalability are terms that excite you because they ensure a quality deliverable. You are not interested in just doing something flashy as your eye towards development is something that is viable and can withstand the test of time. You are a defender for standard solutions!

#### **Interested?**

For additional information about the position please contact European Search Company; Søren Rosenkrantz Larsen on +45 2893 7977 or Brian Ranvits on +45 2048 0548.

If you see yourself in the position and would like to be part of an exciting growth journey, please send your application by using the apply button below.

#### **About Global Connect**

*GlobalConnect/ is the leading supplier of fibre-based data communications and data centres in Northern Europe. Our mission is simple: we want to reduce complexity – and add opportunity. For you. For your users. And for the success of your company's digital journey.*

*GlobalConnect was acquired by EQT Infrastructure in May 2018, which has enabled us*

*to continuously invest in new infrastructure, automation and security solutions.*

*Today, we are more than 1,800 employees in Denmark, Norway, Sweden, and Germany. Together we generate a turnover of more than €500 million through our work with all types and sizes of companies.*