

SERVICENOW CONFIGURATIONS MANAGEMENT DATABASE ANALYST

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JOB DESCRIPTION

The ServiceNow CMDB Analyst role is to manage and manipulate various data sets related to asset management, and Configuration Management Database (CMDB). This role will participate in various IT Asset Management related projects. This role will ensure the CMDB platform is managed following company IT standards and best practices. This individual will require customer service skills to structure, populate and maintain non-discoverable information while engaging with a variety of process stakeholders. This individual should possess experience in Asset Management, Data Analysis, or other related ITSM domain(s). This individual should develop and maintain strong working relationships with teams and Operating Units that are responsible for asset management; requirements for remediation and mitigation of data discrepancies and use automated technical means to validate that appropriate measures have been implemented to address the enterprise's asset management requirements.

RESPONSIBILITIES:

- Comprehensive understanding of Asset Management methodologies and procedures, software normalization and database structures
- Knowledge of and expertise with ServiceNow Discovery module
- Knowledge of ServiceNow or equivalent ITSM tool workflow design principles
- Knowledge of standard Export, Transform, Load (ETL) processes and principles
- Knowledge of KPI metrics, and reporting tools for asset management functions
- Knowledge of process design for workflow automation tools
- Knowledge of writing test cases for software automation routines
- Manages and coordinates the activities of a project or solution to ensure that goals and objectives of the project are accomplished within a specified time frame
- Recommend, schedule, test and perform software improvements
- Develop, document, and maintain policies, procedures and associated training plans for system administration and appropriate use

EDUCATION AND EXPERIENCE REQUIREMENTS

Required Education and Experience:

- Bachelor's Degree or equivalent experience
- 3-5 years of experience in Information Security, Computer Science, Business Administration, Data Analytics, or related field
- 5 years' experience working with IT Service Management systems, preferably ServiceNow
- Experience working with IT Asset Management systems
- Preferably with Licenses/ Certification in ITIL Foundation, Security, ServiceNow CIS Discovery
- Experience with data analytics, deduplication techniques, and data reporting. – Intermediate Level
- Experience working with service delivery methodologies (ITIL) – Intermediate Level
- Experience in automation and scripting: PowerShell, VBScript – Intermediate Level
- Performance analysis, troubleshooting and remediation techniques

- High Availability and Disaster Recovery principles, patterns and usage

COMPETENCIES:

- Customer service oriented and proactive in anticipating and resolving problems while maximizing efficient use of available IT resources
- Uses excellent problem-solving, communication, and interpersonal skills along with a patient, positive, and customer-friendly attitude within a team environment
- Demonstrates outstanding customer orientation and desire to enable client productivity
- Communicates effectively and efficiently with technical and non-technical audiences at all levels of organization; utilizes appropriate communication channels for given situations
- Always acts professionally and tactfully in all situations; maintains a professional demeanor and appearance
- Produces high quality work results with a sense of urgency while maintaining a high level of focus on detail, exactness and completeness
- Builds leveraging relationships & teamwork environment with clients, peers and other IT teams that facilitate knowledge and information sharing; contribute to team's body of knowledge; being recognized as a dependable member of team and a source of positive energy and attitude for clients and team
- Adheres to change management and documentation policies
- Good written and verbal communication skills