ServiceNow Administrator

As part of our team, the ServiceNow Administrator will be responsible for the day-to-day administration and maintenance of the ServiceNow platform. The person must possess foundational understanding of ServiceNow's core modules and functionalities and also ensure smooth operations, efficient workflows, and effective utilization of the ServiceNow platform.

Responsibilities:

- Configuring, updating and maintaining the ServiceNow platform in accordance with company requirements
- Monitoring the platform (Access, Users, Security/Compliance, running Jobs, Integrations to interfaced systems, performance) and taking responsibility for finding and implementing solutions in the event of errors
- Managing user accounts and authorizations in accordance with security guidelines
- Developing approaches and ideas to further develop the performance and availability of the platform and preemptive avoidance of Errors (e.g. by regular Instance-Scans, etc.)
- Understanding the source of Errors and Issues (e.g. by analyzing Logfiles, etc.)
- Manage the Lifecycle of Plugins (Installation, updates, deactivation)
- Configuration of integrations with other company applications
- Regular provision of new or modified features as part of releases, software deployments and within the Hotfix-Process to sub-prod and production environments
- Planning and overseeing Major Release Upgrades and Patches on the Platform, as well as performing post upgrade tasks
- Planning, preparing and overseeing Data Cloning to non-productive instances, as well as performing post cloning tasks
- Import export of Data as well as data cleansing and maintenance

Must have skills:

- Completed vocational training or studies in computer science,information technology or similar fields
- Tech-savvy, curiosity and fast learning personality
- Highly reliable work attitude with attention to detail
- Fluent in English
- Experience in agile working environments and internationally distributed teams
- Service and customer-oriented way of working

Nice to have skills:

- Programming skills in JavaScript or similar

noris M.I.K.E.
Mrs Despoina Mallini
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Contact us by phone:
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jobs@noris.gr
www.noris.gr

- Practical experience in ServiceNow or in the Administration of other SaaS-Platforms (e.g. Salesforce)
- Certification as a ServiceNow Certified System Administrator (CSA)
- Strong communication skills in German

What noris offers:

- People-oriented culture, team spirit and passion for information technology
- Professional and personal development. Budget for training opportunities, seminars, mentoring and internal training for shaping and realizing your career goals
- Flexibility in work schedule
- Competitive compensation package
- Private health insurance
- Employee Assistance Program on mental health and workplace functioning
- Great work-life balance
- Team building events, social actions, outdoors bonding activities, pizza breaks, cinema nights and special occasion celebrations
- Well-located offices close to Thessaloniki's city center

Who is noris:

noris is a high-tech company specialized in IT and one of the best working environments in Greece according to Great Place to Work® and the annual assessment survey of Best Workplaces™ in Tech Hellas 2023. It was founded in 2016 in Thessaloniki and it is a subsidiary of noris network AG, which has over 30 years of experience in IT technologies in Germany. The company provides customized IT solutions in the areas of IT outsourcing, Cloud Services and Network & Security. Technological basis of these services is a powerful IT infrastructure that relies on noris network's own high-performance backbone and multiple high-security data centers which are located in Nuremberg, Munich and Hof.

Our mission: Modernizing and securing IT Infrastructure.
Our vision is to become the best provider for modern & high security IT services.

We look forward to receiving your application (with the earliest possible entry date), ideally via email.

We will be happy to help you with further questions.

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