



Senior Architect (ServiceNow)

The responsibility of the Technology and Engineering department lies in the conception, development, quality assurance and operation of central information systems, data warehouses and BI applications, as well as information and customer portals. As an agile service provider that also offers (on-premise) ServiceNow services, we are looking for you as a Senior ServiceNow Architect to support our in-house development and operations team.

Role description

- Taking on a leading role as technical contact for our product owners, internal development/operations teams and external service providers
- Development of strategies and concepts for the use of the modules, ITSM, ITOM, SPM, etc.
- Committed and competent work on both the technical and conceptual level (analysis/strategy/planning) through to direct implementation
- Translation of requirements from technical and specialist departments into strategic and complex concepts for the further development of the ServiceNow platform
- Design of the technical platform vision, weighing up risks and opportunities as well as assistance in realizing efficient, updateable and expandable implementation concepts
- Central contact for technical architects from other areas of the company when embedding ServiceNow into our enterprise architecture
- Advising our stakeholders on the economic implementation of requirements and providing assistance with high-level effort estimation
- Carrying out analyses, creating functional and technical design documents and participating in the conception of the respective business cases and decision templates
- Supporting our product owners in the creation of technical roadmaps and release planning as well as active advice in implementing release changes
- Avoiding technical debt together with DevOps engineers and establishing long-term operations based on ServiceNow standards and practices
- Participation in the continuous development of our DevOps-oriented operational management, participation in on-call duties and coaching of our colleagues from the technical development and operations teams
- Supporting our product development in the planning and conception of solution architectures based on the ServiceNow platform as well as in the preparation and implementation of customer workshops and pre-sales demos

Must have skills:

- Successfully completed studies in (business) informatics or a comparable qualification

noris M.I.K.E.
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- Hands-on experience in ServiceNow development and the development of interfaces and integration solutions (JavaScript, SQL, REST services) in the enterprise environment
- Profound experience in the conception and design of cross-system IT and business processes as well as corresponding roadmaps
- Several years of experience (3+) in the conception of ServiceNow architectures, especially in the ITSM & ITOM modules as well as experience in the NowCreate methodology
- Experience in an international, agile working world and a DevOps culture
- Systematic and structured way of working as well as analytical and conceptual thinking skills
- Strong communication and presentation skills as well as consulting skills in English

Nice to have:

- ServiceNow certification as a Certified Technical Architect (CTA) desirable
- ServiceNow certification (CIS) in one or more modules is a must
- Experience in project management / process consulting in the IT service industry and ITIL
- Strong communication and presentation skills as well as consulting 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

About noris:

noris is a high-tech company specialized in IT. 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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