



## 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:

- Monitor the health, usage, and overall compliance of ServiceNow and its applications and integrations
- Proactively identify platform enhancements to maximize value and improve efficiency
- Perform day-to-day administration of the ServiceNow platform, including user- & role-management
- Develop and maintain internal technical documentation, manuals, SOPs, and processes
- Deploy Software-Releases to our various Instances
- Coordinate application and platform upgrades, ensuring smooth transitions and minimal disruption
- Troubleshoot and resolve technical issues, providing support to end-users and other teams
- Collaborate with cross-functional teams to implement and support enterprise-wide solutions using agile methodologies

### Qualifications:

- Bachelor degree in Information Technology, Computer Science, or equivalent work experience
- ServiceNow System Administrator certification
- Minimum of 3 years of experience administering the ServiceNow platform in an enterprise environment or comparable work experience
- Aside of knowing the Now-Platform you have deeper understanding in SQL, Software Development (e.g. JavaScript), Integration Technologies (e.g. like REST) as well as deeper knowledge in Linux/Bash and IT-Infrastructure-/Networking-concepts
- Fluency in English
- Knowledge of German would be an asset

### 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

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**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 2024. 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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