

---

Highrise Consulting, Inc. ([www.highriseconsulting.com](http://www.highriseconsulting.com)) is seeking candidates for the **ServiceNow Administrator** position to perform the implementation, configuration, development, support, and maintenance of the ServiceNow CSM solution. This position is fully remote and will support our client in Bethesda, MD. To apply, send resume to [careers@highriseconsulting.com](mailto:careers@highriseconsulting.com) - please include ServiceNow Administrator in the subject of your email.

**Referral Bonus:** \$2000 (candidate must be continuously employed with Highrise for 3 months).

**Required Skills:**

- A minimum of 3-5 years' experience with ServiceNow administration
- Experience with JavaScript, XML, HTML, CSS, and web service integration using REST, SOAP, etc.
- Experience in configuring and deploying the CSM solution including customer portal, catalog items and case management workflows
- Experience with ServiceNow case, incident, change, problem, request, CMDB, and knowledge management applications
- Experience in custom application development and workflow automation in ServiceNow
- Experience with SAML and 2-factor authentication integration with ServiceNow
- Ability to analyze, troubleshoot, and resolve complex software application related problems
- Ability to work independently under minimal supervision
- Exceptional customer service skills
- Good presentation skills and able to interact with senior executives and managers
- Experience with Agile methodology
- Ability to analyze raw results, determine/resolve bottlenecks, and create meaningful documentation of testing scenarios and results
- Up-to-date knowledge of marketplace and technology changes pertinent to ServiceNow, monitoring tools, and ITIL processes

**Duties:**

- Design and implement the ServiceNow CSM solution
- Interact with customers to understand business needs, document requirements and propose solutions to meet those requirements
- Develop a strategy and implement data migration to load historical case data from a third-party tool into ServiceNow
- Perform troubleshooting and problem resolution
- Provide general support, administration, and maintenance of the ServiceNow platform
- Monitor health, usage, and overall compliance of ServiceNow and remediate as needed
- Develop process automation and solutions through no code, low code, and/or JavaScript code when needed to meet business requirements
- Design test strategy and conduct testing of the ServiceNow applications
- Coordinate major upgrades and patches, including testing for functionality

#### Education

- Bachelor's Degree in Computer Science or related field
- ServiceNow Certified System Administrator or ServiceNow Certified Application Developer

#### Eligibility

- Must be able to pass a background investigation and qualify for a Public Trust clearance
- We are currently working on becoming compliant with new regulations in Colorado. Until we are able to do so, this role cannot be performed in Colorado

---

**Highrise Consulting, Inc.** is a growing small Information Technology (IT) company headquartered in Bethesda, MD. Our goal is to provide our clients with the best technology services that contribute to building the most powerful, reliable and cost-effective solutions in the IT industry. Our company has established excellent working relationships with the Department of Health and Human Services (DHHS) and the National Institutes of Health (NIH), and formed strong partnerships with many leading IT businesses in the Health Services industry. We are committed to success and are continuously seeking to develop new opportunities across the public sector and beyond.

**Benefits Summary:**

- Health Insurance Plans
- Dental and Vision Benefits
- Life, Short and Long Term Disability Insurances
- 401K Plan with Company Matching
- Paid Vacation and Sick Leave
- Paid Holidays
- Flexible Spending Accounts support for Health, Travel, and Dependent Care expenses

Highrise Consulting provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Highrise Consulting complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company does business. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training. We are proud of our diversity and encourage veterans to apply. EOE M/F/D/V

Highrise Consulting, Inc. participates in the E-Verify program as required by law. [Learn more \(http://highriseconsulting.com/everifyposter.pdf\)](http://highriseconsulting.com/everifyposter.pdf).

*Highrise Consulting, Inc. reserves the right to change any or all the above benefits from time to time. Highrise cannot be held responsible if one of the listed benefits has been modified, deleted, or otherwise changed.*