ServiceNow Manager

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Type: Full-Time
Salary: $138,700 - $153,700 per year
Posted: 2 days ago
Category: IT Manager/Director
Military

ServiceNow Manager IT Infrastructure & Ops US Exempt Regular Full time Stateside Exempt 4.1
ServiceNow Manager

Systems Admin/Programming

Full-time, Exempt Regular, Pay Grade 4.1

Location: Hybrid (Onsite presence required in Adelphi, MD at minimum 1-2 days a week)

Summary:

The ServiceNow Manager is responsible for the implementation, administration, and ongoing optimization of the ServiceNow platform to support IT Service Management (ITSM) and related business processes. This role provides hands-on technical leadership, light people management, and strong collaboration with IT and business stakeholders to ensure stable platform operations, process efficiency, and continuous improvement aligned with organizational needs and ITIL practices.

Duties and Responsibilities:

- Manage day-to-day delivery and support of the ServiceNow platform, including requirements analysis, configuration, testing, deployment, and post-implementation support for modules such as ITSM, CMDB, ITOM, HRSD, or other workflows as applicable.
- Supervise and coach a small team of ServiceNow administrators and developers; provide technical direction, assign work, and ensure adherence to platform standards and best practices.
- Perform and oversee platform administration activities including instance management (development, test, production), upgrades, patching, access controls, integrations, and overall system performance.

- Support and enhance ITSM processes using ITIL frameworks, including Incident, Problem, Change, Request Fulfillment, Knowledge Management, Service Catalog, SLAs, and reporting.
- Build and maintain ServiceNow workflows, automation, dashboards, and reports to improve operational efficiency and user experience.
- Partner with vendors, internal IT teams, and business stakeholders to support platform enhancements, manage changes, and drive user adoption.
- Other duties as assigned

Competencies:

- Technical problem solving and analytical thinking
- Collaboration and stakeholder communication
- Team leadership and task management
- Process orientation and continuous improvement
- Accountability and operational discipline

Skills:

- Working knowledge of ServiceNow platform configuration, tables, scripting (JavaScript, Glide API), Business Rules, UI Policies, Client Scripts, and Update Sets.
- Experience supporting core modules such as ITSM and CMDB; familiarity with additional modules (e.g., ITOM, HRSD, ITAM) preferred.
- Ability to support integrations using REST/SOAP APIs and standard ServiceNow integration tools.
- Understanding of ITIL-based service management processes.
- Experience working in Agile or iterative delivery environments.

Education & Experience Requirements:

Education:

Bachelor's Degree

> Bachelor's degree in Information Technology, Computer Science, or a related field, or equivalent practical experience.

Experience:

- 5+ years of experience in IT Service Management or enterprise application support.
- 3+ years of hands-on ServiceNow experience in administration, configuration, or development roles.
- 2+ years in a leadership or management capacity

Certifications:

ServiceNow Certified System Administrator (CSA)

Preferred Experience Requirements:

Experience:

- Certified Implementation Specialist in ITSM and others such as ITOM, CMDB
- Experience with additional ServiceNow suites such as GRC, SecOps, SPM, etc.
- Background in consulting or professional services environments
- Familiarity with cloud technologies, SQL, HTML, AI/ML or enterprise architecture frameworks.
- Proven track record of managing large-scale implementations or multi-instance environments.

All submissions should include a cover letter and resume.

The University of Maryland Global Campus (UMGC) is an equal opportunity employer and complies with all applicable federal and state laws regarding nondiscrimination. UMGC is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, ancestry, political affiliation or veteran status in employment, educational programs and activities, and admissions.

Workplace Accommodations:

The University of Maryland Global Campus Global Campus (UMGC) is committed to creating and maintaining a welcoming and inclusive working environment for people of all abilities. UMGC is dedicated to the principle that no qualified individual with a disability shall, based on disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the University, or be subjected to discrimination. For information about UMGC's Reasonable Workplace Accommodation Policy or to request an accommodation, applicants/candidates can contact Employee Accommodations via email at employee-accommodations@umgc.edu.

Benefits Package Highlights:

- **Generous Time Off:** Enjoy 22 days of paid vacation, 15 days of sick leave, 3 personal days, and 16 paid holidays (17 during general election years). **For part-time employees, time off rates will be prorated based on the number of hours worked.**
- **Comprehensive Health Coverage:** Access to health care, medical with vision, dental, and prescription plans for both individuals and families, effective from the 1st of the month following your hire date.

- **Insurance Options:** Term Life Insurance, Accidental Death and Dismemberment Insurance, and Long-Term Disability (LTD) Insurance. **Part-time employees working less than 0.5 FTE are not eligible for LTD.**
- **Flexible Spending Accounts:** Available for medical and dependent care expenses.
- **Retirement Plans:** Choose between the Optional Retirement Program (ORP) or the Maryland State Retirement and Pension System (MSRPS).
- **Supplemental Retirement Plans:** include 401(k), 403(b), 457(b), and various Roth options. The university does not provide matching funds.
- **Tuition Remission:** Immediate availability for Regular Exempt Staff. Spouses and dependent children are eligible for undergraduate tuition remission after two years of service. **NOTE: For part-time employees (at least 50 percent of the time), tuition remission benefits are prorated.**

Hiring Range:

$138,700.00 - $153,700.00
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