

ServiceNow Developer/Administrator

Job Information

Recruiter
NEXUS Corporation

Job ID
1578210

Industry
IT Consulting

Company Type
Large Company (more than 300 employees)

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
Negotiable, based on experience

Refreshed
October 27th, 2026 17:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

We are seeking a skilled and motivated ServiceNow Developer/Administrator to join our IT team. The ideal candidate will be responsible for the design, development, and implementation of ServiceNow solutions to support business processes and IT service management.

Key Responsibilities:

- Design and develop ServiceNow applications and modules based on business requirements
- Customize ServiceNow workflows, forms, UI policies, business rules, and client scripts
- Integrate ServiceNow with other enterprise systems using REST/SOAP APIs
- Maintain and enhance existing ServiceNow modules including Incident, Problem, Change, Asset, CMDB, and Service Catalog
- Perform regular platform upgrades and patching in accordance with ServiceNow best practices
- Collaborate with stakeholders to gather requirements and translate them into technical solutions
- Ensure platform security, performance, and scalability
- Provide technical support and training to end-users and administrators

- Create and maintain documentation for configurations, customizations, and procedures

Required Skills

Qualifications:

- 3+ years of hands-on experience with ServiceNow development and administration
- Strong understanding of ITIL processes and ServiceNow ITSM modules
- Experience with scripting languages such as JavaScript, GlideScript, and HTML/CSS
- Familiarity with ServiceNow integrations using REST/SOAP APIs
- ServiceNow Certified System Administrator (CSA) or higher certification preferred
- Excellent communication and interpersonal skills
- Ability to work independently and manage multiple priorities

Preferred Skills:

- Experience with ServiceNow HRSD, CSM, or ITOM modules
- Knowledge of Agile/Scrum methodologies
- Experience with performance tuning and troubleshooting
- Familiarity with ServiceNow Flow Designer and App Engine Studio

Company Description