



## 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**

May 12th, 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
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## 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
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## Company Description