



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

February 17th, 2026 14:30

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

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