



Architect Service Now (M/F)

★ Luxfactory is an Economic Advisor and Innovation Partner for startups, SME and big companies. For more than 25 years now, we have been improving our offer to meet the market best standards. Luxfactory is also specialized in digitalization. As a certified Fit4digital consultant by Luxinnovation, we offer SME audits granted by Luxinnovation. Luxfactory is also IT consultants' provider and IT material reseller, new or second-hand in the framework of circular economy. Luxfactory is a major actor of innovation in Luxembourg: as an incubator, we have been able to host high potential startups to help them grow through 4 programs and Luxfactory is every year official organizer of the Luxembourg National Pavilion at the Consumer Electronics Show in Las Vegas ★

For our customer, based in Luxembourg we are looking for:
Architect Service Now for the "IT Operation Support" division of the IAS (IT Administration and Support) department of a major player in the Luxembourg bank market. You will therefore be a consultant employed by Luxfactory and sent to this client.

Your task

- Provide 2nd level support for the ServiceNow platform
- To be the interface with the platform's partners
- Carry out maintenance work on the CMDB
- Participate in the development of the platform
- Coordinate the production launches on the platform
- To ensure the availability of services

Qualifications

- Knowledge of the ServiceNow platform
- Capabilities in data modelling (CMDB)
- Relational, organisational and social skills
- Fluent in French and English
- Ability to analyse and summarise
- Flexibility in the organisation of work (possibility of being asked to work outside office hours)
- Knowledge of the Azure Devops tool is an advantage

Cross-cutting skills

- Handling and solving problems independently, looking for alternatives and implementing solutions
- Demonstrating, passing on and sharing knowledge, ideas and working methods
- Act with integrity, in accordance with the expectations of the organisation, respect confidentiality and commitments and avoid any form of bias
- Be committed and demonstrate the will and ambition to generate results and take responsibility for the quality of actions undertaken.

Details about your task

- Start: beginning of September/October
- Duration: 6 months, renewable (4 years maximum)
- In a team under the responsibility of an internal team leader