**ServiceNow System Administrator**

Company: CDL Software

Location: United Kingdom

Category: computer-and-mathematical

**Reports to ServiceNow Manager**

**The Role**

To provide ongoing configuration and development of ServiceNow as the key Service Management software tool for CDL.

To liaise with colleagues who have administrative roles/administrative access to ServiceNow in the use and configuration of the system.

To deliver solutions to fulfil departmental and corporate requirements for process and service improvements using ServiceNow.

To support internal and external users of ServiceNow via the core system and the portal.

To schedule and carry out administrative tasks to maintain the ServiceNow instances.

**Position in Organisation**

Reports to ServiceNow Manager

Direct contact with internal and external customers for ServiceNow system incidents and requests.

Provide advice to internal customers at all levels, and offer assistance as required in the use of ServiceNow.

**About CDL**

CDL is one of the UK's leading software development houses, employing over 600 people at its campus in Stockport. It has a consistent history in the high-volume retail insurance sector. CDL has spearheaded developments in the aggregator, web and telematics space, including connected home, enrichment and self-service solutions. As a result, the company's robust and innovative technologies have enabled its customers to thrive in the highly competitive UK insurance marketplace.We have built a collaborative and creative culture where we employ agile techniques to deliver our pace-setting applications. We pride ourselves on cultivating an inspiring working environment with our employees at the heart of our company. Department Service Management Employment Type Permanent - Full Time Location North West UK - Hybrid Workplace type Hybrid This role's hiring manager: Jed Shaw

**Key Responsibilities**

General support, administration and maintenance of ServiceNow platform and associated applications.

Assisting with, and playing a key role in ServiceNow application and platform upgrades.

Development of ServiceNow catalog items and user administration.

Dashboard creation, reporting and trending in ServiceNow.

Creating and configuring ServiceNow business roles, UI policies, UI Actions and ACLs including advanced scripting of each.

Using web services, email and other relevant technology to integrate tools with the ServiceNow platform.

Report to management and other stakeholders. Contribute to review meetings.

Liaise with ServiceNow in supporting the system.

Communication – Ensure effective communication with project managers, other product managers and development managers/team leaders regarding the product development process, plus effective communication across teams, dissemination of information from & to management.

Technical Knowledge – Maintain knowledge of future developments to the ServiceNow system

Individual Development – Take ownership of personal development

**Skills Knowledge and Expertise**

GCSEs with minimum Grade A-C in maths and English (or equivalent)

Minimum 'A' Level or equivalent HNC or HND in relevant subject. Degree level desirable.

Computer literate and experienced user of MS Outlook, Word & Excel.

ServiceNow System Administration course completion desirable

ITIL Foundations course completion desirable

Communication skills – experience of communicating with clients, line management and all staff to a senior level

Experience in problem solving, developing solutions and testing.

**Benefits**

Hybrid Working (2+ Days a Week in the office)

Flexible hours

25 days holiday to start, increasing by 1 day per 1 year of service up to 30 days.

Top employer for 8th year running

Excellent training and development platform

Opportunities for career progression

Health and Wellbeing programme

Virtual activities, lunch and learns, coffee mornings and meetups.

Life and health assurance

Electric Vehicle Scheme

Established Recognition Award System

Great Parental Benefits

Diversity and Inclusion network

Pension scheme

Community projects and volunteer days

Refer a friend bonus

**Campus Benefits:**

On-site free parking

Open plan modern offices

Quiet Spaces are also available

Shuttle bus to and from the station

Subsidised restaurant

Games room and chill out zone

Annual Hackathon & Deep Racer Events

Social activities, regular social events through our social group Xtra, including a summer BBQ, competitions, bowling, go-karting, football games, Winter party and much more!

Car wash, barber, yoga classes, boot camp and massage services all on site

Cycle to work scheme

Shower and dry rooms

**Diversity and inclusion**

We're on a journey to keep innovating, that means welcoming new ideas and ways of thinking.

CDL recognises that building a diverse workforce is critical to the success of our business.

We strongly encourage applications from a diverse talent pool and welcome the opportunity to discuss flexibility requirements and workplace adjustments with all our applicants.

**About CDL Software**

The UKs biggest insurance retailers rely on CDLs trend setting solutions to drive success and growth. Our ambition and commitment has produced a track record of delivering exactly that. The result is a client base that includes some of the most profitable insurance operations in the UK.

**Apply Now**

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