Senior ServiceNow ITOM ITAM Engineer (11285–SK)

Sydney, New South Wales, Australia (Hybrid)

(Permanent)

ASX: Powering Australia's financial markets

Why join the ASX?

When you join ASX, you're joining a company with a strong purpose – to power a stronger economic future by enabling a fair and dynamic marketplace for all.

In your new role, you'll be part of a leading global securities exchange with a strong brand. We are known for being a trusted market operator and an exciting data hub.

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We are more than a securities exchange!

The ASX team brings together talented people from a diverse range of disciplines.

We run critical market infrastructure, with 1 in 3 people employed within technology. Yet we have a unique complexity of roles across a range of disciplines such as operations, program delivery, financial products, investor engagement, risk and compliance.

We're proud of the diversity of our organisation and the culture of inclusion that all our people help to build every day. Our employee–led groups are known for celebrating cultural and religious events, championing LGBTIQ+ inclusion, inspiring giving and volunteering, promoting gender equality, and wellbeing. We are an Employer of Choice for Gender Equality (WGEA) and a member of the Champions of Change Coalition for the advancement of gender equality in Australia.

About the team:

An exciting opportunity exists for an experienced Senior ServiceNow ITOM / ITAM Engineer as a critical member of the ASX IT Service Management team to ensure the stability, evolution, and support of the ASX ServiceNow platform.

The IT Service Management team owns and manages the ITSM processes and policies across ASX. The ITSM team provides strategic enterprise wide functions and improvements through:

- Fit–for–purpose ServiceNow platform adoption.
- Engineering support and development of the ITOM and ITAM Platform.
- Appropriate ServiceNow platform operational support & governance models.
- IT service management process maturities.

What you will be doing:

- The Senior ServiceNow ITOM / ITAM Systems Engineer will join a team responsible for leading all technical aspects of ServiceNow solution delivery:

- Develop, implement and sustain support of the ASX ServiceNow ITOM and ITAM platform. This includes but is not limited to automated workflow development; event rule maintenance, discovery and service mapping expertise including pattern development, platform improvements; defect maintenance; data imports; and integrations.

- Respond to technical questions from ASX users and stakeholders.

- Work closely with process owners, ServiceNow engineers and business stakeholders to ensure understanding of requirements, design solutions and communicate progress, test status and issues.

- Provide support to CMDB, ITOM and configuration manager to support quality CMDB data and alignment with CSDM.

- Design and implementation of ITOM solutions based on leading practices to deliver solutions aligned with ASX vision and strategies.

- Provide support to IT Asset Manager to support quality SAM and HAM solutions and regulatory obligations.

- Raise ServiceNow "Now Support" Incident and Change Requests (e.g. submit bug/fix Incidents; submit instance clone/upgrade requests).

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- Be a trusted team member, inspire thought leadership with subject-matter expertise in ServiceNow ITOM capabilities.

- Identify, contribute and deliver continual improvement of the ASX ServiceNow platform; release methodology and employee experience; identify areas of improvement (efficiency and effectiveness) and recommend solutions that detail pros, cons and risks

What you will bring:

Must have

- Proven experience as a technical resource managing the implementation, integration and configuration of ServiceNow ITOM solutions.
- Proven experience as a technical resource managing the implementation, integration and configuration of ServiceNow ITAM solutions.
- Proven experience in application development, and ability to translate complex end-user requirements to system requirements to code;
- Strong understanding and experience with ServiceNow platform including configuration of applications, workflows, reports, dashboards, portals, REST APIs and MID Servers.
- Understanding of governance, risk and management of enterprise IT.

- Experience in the management of all phases of the application lifecycle and best practice to include requirement gathering, design, development, testing (application code and user acceptance), and deployment.
- Development of extensive, re-usable test automation suites, especially ServiceNow ATF scripts.
- Must be able to communicate with technical and non-technical management, individuals and teams.
- Maintain platform documentation.
- Strong problem solving and troubleshooting skills.
- Curiosity and compassion.
- Hold ServiceNow certifications – CSA.

Nice to have

- ITIL certified.
- ServiceNow Certified Implementation Specialist – IT Service Management
- ServiceNow Certified Implementation Specialist – Discovery, Service Mapping, Event Management
- ServiceNow Certified Implementation Specialist – Software Asset Management, Hardware Asset Management
- ServiceNow Certified Application Developer
- Understanding and experience in implementing CSDM;
- Strong understanding of Financial markets and related products (especially ASX Services and systems);
- Understanding of governance and management of Enterprise IT;
- Demonstrated ability to influence and consult (providing options with pros, cons and risks) while providing thought leadership to sponsors/stakeholders in solving business process and/or technical problems.
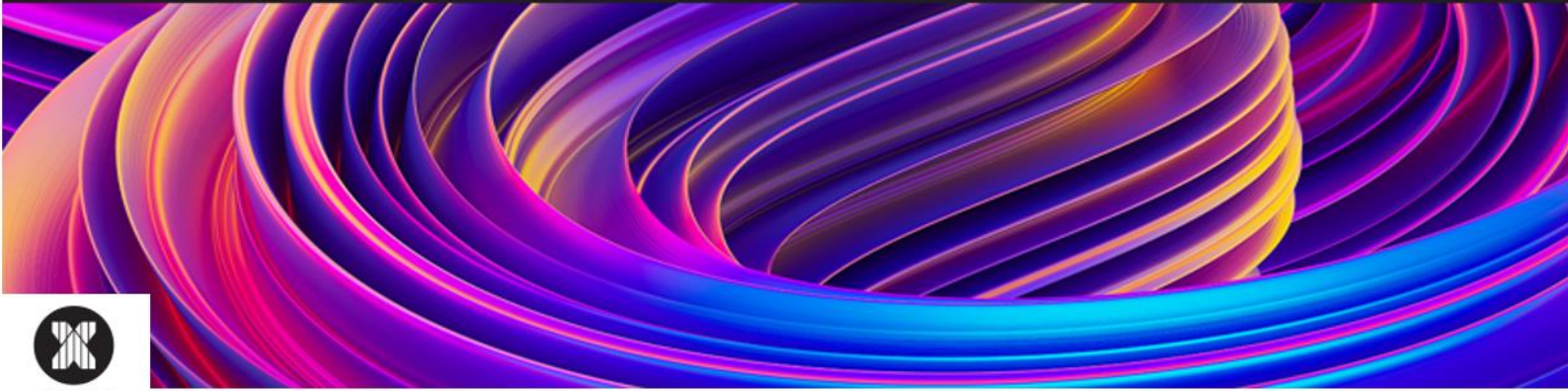
We make hiring decisions based on your skills, capabilities and experience, and how you'll help us to live our values. We encourage you to apply even if you don't meet all the criteria of this role. If you need any adjustments during the application or interview process to help you present your best self, please let us know.

At ASX Group, our diverse workforce is essential to build and maintain a fair and dynamic marketplace. We support flexible working and offer hybrid working options. Even if our roles are advertised as full-time, we encourage you to apply if you are interested in part-time or other flexible working arrangements.

We will arrange for successful candidates to have background checks, including reference and police checks completed as part of the on-boarding process.

Recruitment Agencies: ASX does not accept any unsolicited agency resumes and will not be responsible for any fees related to unsolicited resumes.