PEOPLE plus TECH

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JOB DESCRIPTION

JOB TITLE:	**ServiceNow Hardware Asset Management (HAM Pro)**
LOCATION:	**Hybrid (3x per week)**
WORK HOURS:	**US Time zone**
Summary	Our client is looking for a ServiceNow HAM Pro Consultant who can implement new processes on-service now. Good experience in configuration and administration of the HAM module, integration with various interfaces to achieve your objectives by streamlining workflows that improve operational efficiency. Manage and work on the seamless integration of HAM solutions with multiple stakeholders while adhering to industry best practices.
Responsibilities	- Develop and implement plans to improve the Hardware Asset Management (HAM Pro) process and methods. - Configure and you can manage Stockrooms Asset Health Dashboards Hardware Asset Mobile Agents - Integrate ServiceNow with 3rd party systems (e.g. Microsoft Intune) for asset management - Use cases — Process automation and Testing using ServiceNow Flow Designer, Automated Test Framework (ATF) · - Perform troubleshooting, debugging and problem resolution to ensure operational success · - Leads and coach technical teams, offering advice and assistance to support efficiencies. - Working 1/2 steps upstream from end-user Collaborating with Stakeholder - Can gather/Know stakeholder requirements and update progress on the project, status of the sprint work. - Keep updated with ITIL Framework and hardware asset management best practices.
Qualifications	3+ years in GST ServiceNow modules specifically HAM Pro, ITSM, HRSD and integrations. - Experience with architecture of physical and virtual assets in ServiceNow HAM Pro: Stockrooms, Asset Health Dashboards, Hardware Asset Mobile Agents. - Experienced with service integrations (e.g. — Microsoft Intune) into ServiceNow · - Solid Experience with ServiceNow Flow Designer, ATF and scripting - Strong understanding of ITIL Framework and best practices in hardware asset management · - Great problem-solving, debugging abilities to solve complex issues - Effective Stakeholder Communication and Project Reporting Skills - Experience in leading technical teams and providing guidance.