



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Hardware Asset Management &amp; CMDB Specialist</b>
<b>LOCATION:</b>	<b>Philippines/India (remote)</b>
<b>WORK HOURS:</b>	<b>Flexible</b>
<b>Summary</b>	<p>We are looking for an experienced <b>Hardware Asset Management (HAM) &amp; CMDB Specialist</b> to manage and enhance our client's asset lifecycle and configuration management practices across global operations. This role involves driving end-to-end delivery, process optimization, CMDB governance, and working closely with internal and external stakeholders to ensure data accuracy, compliance, and performance improvement.</p>
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Manage end-to-end delivery of HAM and CMDB engagements, ensuring alignment with SLAs, KPIs, and service improvement initiatives.</li><li>• Configure robust Identification and Reconciliation rules to ensure reliable CMDB data integrity.</li><li>• Monitor CMDB health and proactively resolve data conflicts between authoritative sources.</li><li>• Define and maintain standard Configuration Items (CIs), CI relationships, and classification schemas in line with business needs.</li><li>• Develop and maintain process documentation, policies, and compliance frameworks for HAM and CMDB.</li><li>• Create and enhance application maps using ServiceNow Service Mapping (good to have).</li><li>• Configure MID Servers for integrations and data synchronization (optional but desirable).</li><li>• Customize ServiceNow environments including scripting, automation, and module configuration.</li><li>• Design and manage reports and dashboards to support decision-making and transparency.</li><li>• Identify and implement opportunities for continuous service improvement.</li><li>• Define, improve, and manage periodic audit and verification processes for asset data.</li><li>• Conduct regular stakeholder engagements and cadence meetings to communicate status, issues, and opportunities.</li></ul>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• At least 3 years of experience on this field</li><li>• Strong expertise in ServiceNow HAM and CMDB modules.</li><li>• Proven ability to drive operational excellence in IT asset and configuration management.</li><li>• Deep understanding of CMDB architecture, CI types, and dependency mapping.</li><li>• Experience handling large-scale data integration and reconciliation tasks.</li><li>• Excellent documentation and process design skills.</li><li>• Strong communication and stakeholder management abilities across global teams.</li></ul> <p><b>Preferred Qualifications:</b></p> <ul style="list-style-type: none"><li>• Experience with Service Mapping and MID Server configuration.</li><li>• Ability to write custom scripts within ServiceNow for automation and customization.</li><li>• Background in ITIL practices and IT Service Management frameworks.</li><li>• Certification - ServiceNow CIS, Certified Asset Management Professional</li></ul>