



<https://ferventoptimal.com/job/servicenow-administrator-iv/>

ServiceNow-ITOM Analyst

Description

The ITOM Analyst IV will lead the development and implementation of ServiceNow ITOM solution specializing in event management, health log analytics and AIOps. The analyst is responsible for the design, configuration, and implementation of ITOM event management and aiops across the enterprise. The analyst will configure event management and aiops to manage and correlate alerts from various monitoring tools. The analyst will reduce incident volume using event management rules and restore services quickly applying aiops automation. The analyst will partner with engineering and monitoring teams to reduce alert noise and provide a single pane of glass view of enterprise operations. The analyst will develop and configure ServiceNow Health Log Analytics (HLA) and predictive aiops to proactively alert operations of potential impacts to operational performance and improve service available. IV will lead the development and implementation of ServiceNow ITOM solution specializing in event management, health log analytics and AIOps. The analyst is responsible for the design, configuration, and implementation of ITOM event management and aiops across the enterprise. The analyst will configure event management and aiops to manage and correlate alerts from various monitoring tools. The analyst will reduce incident volume using event management rules and restore services quickly applying aiops automation. The analyst will partner with engineering and monitoring teams to reduce alert noise and provide a single pane of glass view of enterprise operations. The analyst will develop and configure ServiceNow Health Log Analytics (HLA) and predictive aiops to proactively alert operations of potential impacts to operational performance and improve service available.

Hiring organization

Fervent Optimal

Employment Type

Contractor

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