



<https://ferventoptimal.com/job/the-itom-analyst-iii-servicenow/>

The ITOM Analyst III-ServiceNow

Description

The ITOM Analyst III is responsible for the implementation and support of the of ServiceNow ITOM solution specializing in event management, health log analytics and AIOPs. This analyst will develop integrations between ServiceNow and third-party solution in support to the configuration and implementation of ITOM event management and aiops across the enterprise. This analyst will configure event and alert management rules and remediation workflows as well as correlate alerts from various monitoring tools. This analyst will reduce incident volume using event management rules and restore services quickly applying aiops automation. This analyst will support operations teams in the reduction of alert noise across a single pane of glass view of enterprise operations. This 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 availability.

Hiring organization

Fervent Optimal

Employment Type

Contractor

Job Location

USA-MA-Quincy

Date posted

November 20, 2024