

ServiceNow CMDB Architect (ITOM)**Start:** ASAP**Location:** Remote – working for a German company**Industry:** Telecommunications**Role Overview**

We are looking for an experienced ServiceNow CMDB Architect to lead the design and implementation of a CMDB landscape within ServiceNow. The role includes defining architecture standards, guiding technical decisions, and validating deliverables from external partners. The objective is to build a stable, scalable, and high-quality CMDB aligned with operational and business needs.

Key Responsibilities

- Design and manage the overall CMDB architecture in ServiceNow
- Define standards and best practices for CMDB structure and usage
- Guide and review work delivered by external vendors
- Implement CMDB components as reference solutions
- Ensure long-term data quality, sustainability, and operational alignment

CMDB & Discovery Expertise

- Strong experience designing complex CMDB structures
- Modeling of configuration items, relationships, and service hierarchies
- Experience with multi-source CMDB environments
- Hands-on knowledge of Discovery and Service Mapping
- Creation and maintenance of discovery schedules, credentials, and patterns
- Implementation of service views and business service mappings

Integrations & Technical Skills

- Strong understanding of MID Server architecture
- Experience with REST APIs, Import Sets, and Integration Hub
- Integration of third-party tools such as TNI, FNT Command, SolarWinds, or StableNet
- Experience consolidating and reconciling data from multiple systems

Data Governance & Quality

- Strong knowledge of CMDB health, reconciliation rules, and normalization
- Experience working with CSDM (v4/v5)
- Ensuring data accuracy, completeness, and compliance

Process & Compliance Knowledge

- Understanding of ITSM and ITOM processes (Incident, Change, Problem, Request, Asset)
- Familiarity with regulatory frameworks such as ISO 27001, NIS2, and DORA

Required Qualifications

- Extensive hands-on experience with ServiceNow CMDB in large-scale environments
- Proven experience with complex integrations and data reconciliation
- Background in telecommunications or network infrastructure is a strong advantage
- Knowledge of CMDB lifecycle governance
- Fluent in English (written and spoken)

Certifications (Preferred)

- ServiceNow Certified System Administrator
- ServiceNow Certified Implementation Specialist (CMDB or Discovery)
- ITIL v4 Foundation

Technical Stack

- Modules: ITOM, Discovery, Service Mapping, CMDB Health, Integration Hub
- Scripting: JavaScript, Glide API
- Interfaces: REST / SOAP, MID Server, JSON, XML
- Tools: TNI, StableNet, FNT Command, Ansible, ServiceNow Discovery
- Cloud Platforms: AWS, Azure, VMware vCenter, GCP