ServiceNow Platform Architect (f/m/d)
Start: ASAP
Location: Remote – working for a German company
Industry: Telecommunications

Role Overview
We are looking for an experienced ServiceNow Platform Architect to take ownership of the ServiceNow platform within a large-scale OSS environment. The role combines strategic platform ownership, technical leadership, and governance responsibility to ensure a secure, scalable, and future-ready ServiceNow platform supporting core operational processes.

Platform Strategy & Architecture

- Own and develop the ServiceNow platform roadmap
- Define and enforce architectural standards and best practices
- Ensure scalability, performance, and security across the platform
- Evaluate new ServiceNow capabilities and manage platform evolution
- Lead platform customizations, extensions, and integrations in cooperation with development and operations teams

Governance & Platform Ownership

- Establish and maintain governance structures and compliance standards
- Ensure alignment with security, data protection, and regulatory requirements
- Manage licensing, usage optimization, and cost control
- Define platform guidelines and quality standards

Release, Environment & Operations Management

- Manage release cycles, upgrades, and environment strategy (DEV / TEST / PROD)
- Ensure stable and reliable platform operations
- Oversee system monitoring, troubleshooting, patching, and cloning
- Coordinate data refreshes and environment maintenance

Integrations, Automation & Quality

- Design and maintain integrations (REST, SOAP, MID Server, IntegrationHub)
- Drive platform automation and orchestration
- Guide test automation using ATF
- Ensure technical quality, performance, and stability of all solutions

User Management & Continuous Improvement

- Define roles, access models, and permission structures
- Monitor KPIs, SLAs, and platform usage
- Continuously improve platform performance and user experience

Required Qualifications

- Strong experience as a ServiceNow Platform or Solution Architect
- Deep understanding of ServiceNow architecture, modules, data models, and security
- Hands-on experience with JavaScript, Flow Designer, IntegrationHub, and ATF
- Experience in Telco / OSS environments is a strong advantage
- Knowledge of systems such as OMT, TNI, FSM, or similar platforms is beneficial
- Strong analytical and communication skills
- Fluent in English

Apply now:
✉ **info@rex-solution.com**