



<https://ancoreinc.com/job/senior-system-administrator-servicenow-platform/>

Senior System Administrator (ServiceNow Platform)

Description

We are seeking an experienced ServiceNow Administrator to manage, support, and optimize ServiceNow platform environments including Development, Test, and Production. The role focuses on platform administration, upgrades, integrations, scripting, workflow automation, and continuous improvement of ServiceNow services and user experience.

The ideal candidate should have strong ServiceNow administration experience, knowledge of integrations and scripting, and the ability to support enterprise-level ServiceNow environments in a secure federal environment.

Responsibilities

- Administer and maintain ServiceNow platform environments to ensure system performance and reliability.
- Perform platform upgrades, patching, health checks, and reporting.
- Configure and support ServiceNow applications such as Service Catalog, Employee Center, Knowledge Base, Now Mobile, SPM, and Change Management.
- Manage user roles, permissions, and access controls.
- Handle incidents, platform requests, escalations, and change management activities.
- Develop and maintain scripts, workflows, update sets, dashboards, reports, SLAs, and integrations.
- Support cloning activities, rollback planning, skipped record remediation, and upgrade testing.
- Develop and maintain Service Portal and mobile interfaces.
- Collaborate with stakeholders to improve business processes and user experiences.
- Lead technical planning, estimation, and documentation activities.
- Provide post-deployment support and continuous platform improvements.
- Create SOPs, knowledge base articles, and technical documentation.
- Ensure compliance with security and federal regulatory requirements.

Qualifications

- 5+ years of experience in ServiceNow platform administration.
- Strong experience with ServiceNow modules including: ITSM, SPM, HAM and SAM
- Experience with integrations such as LDAP, APIs, Web Services, and Single Sign-On (SSO).
- Knowledge of JavaScript, HTML, CSS and Ajax.
- Experience with ServiceNow platform upgrades and release management.
- Strong troubleshooting, performance optimization, and system health monitoring skills.
- Current ServiceNow Certified System Administrator certification.
- Strong communication and problem-solving skills.

Hiring organization

Ancore Inc

Employment Type

Contractor

Duration of employment

1 Year

Job Location

Washington DC,, USA

Working Hours

9AM to 5PM

Date posted

May 20, 2026

Valid through

22.06.2026

Education

- Bachelor's degree in engineering, Computer Science, or related field with 7+ years of relevant experience, (OR)
- Master's degree with 5+ years of relevant experience.

Job Benefits

We offer more than just a job-we offer a community:

At Ancore, we provide exceptional benefits, including competitive Paid Time Off, comprehensive Medical, Dental, and Vision Insurance, and a robust 401(k) plan. But we don't stop there.

We invest in your potential:

Every member receives a dedicated stipend to pursue professional development-be it certifications, a master's degree, or even a doctorate. We encourage growth through flexible learning options, whether you're taking a course, earning a certification, or attending a conference. Curiosity is celebrated here, and continuous learning is a cornerstone of our culture.

We work hard-and make time for joy:

Ancore, fun isn't an afterthought. From virtual and in-person events like happy hours, holiday parties, and wellness challenges to annual celebrations and charity galas, we believe in fostering connection, creativity, and community spirit.

Diversity is our strength:

As an Affirmative Action/Equal Opportunity employer, Ancore makes all employment decisions based on merit, qualifications, and business needs-never on personal attributes or backgrounds. Everyone deserves a workplace where they feel valued and respected.

Access for all:

We are committed to inclusion and providing reasonable accommodation to ensure all qualified individuals with disabilities can thrive in their roles.