

**InSequence Overview:**

*At InSequence, we engineer outcomes for your most demanding technology problems. We hire talented professionals to bridge the technology gap between desired business results and actual implementation. Organizations often face a technology gap between getting a software solution and having it meet a desired business goal. InSequence closes that gap with engineered products and managed services that bridge IT expenditure and their organization goals. Our clients range from large government agencies to enterprises that utilize vast amounts of technology and data. They turn to us for our proven solutions and engineering mindset to manage technology that is predictable, scalable, and reliable.*

**Position Overview:**

InSequence is seeking a highly skilled and dedicated Software ServiceNow Admin with a strong specialization in Software Asset Management (SAM Pro) supporting the Department of the Air Force (DAF) **Enterprise IT as a Service (EITaaS) program**. This role is crucial for providing support related to the government optimizing their software footprint, ensuring license compliance, reducing costs, maintaining their software assets and enhancing the overall efficiency of the software asset lifecycle. The successful candidate will be responsible for responding to requests, addressing issues, performing maintenance and optimizing ServiceNow SAM Pro, and ensuring the integrity of our software asset data from various sources. The ideal candidate will possess a deep understanding of software licensing models, IT Asset Management best practices, and the technical expertise to maximize the value of the software asset management solution.

**Key Responsibilities:****ServiceNow SAM Pro Management & Optimization:**

- Configure, maintain, and optimize all aspects of ServiceNow SAM Pro, including software models, entitlements, licenses, discovery maps, and software installations.
- Provide support for license reconciliation, potential compliance gaps, and optimization requests.
- Administer and manage software asset lifecycles within SAM Pro, from procurement and deployment to retirement and disposal.
- Provide operational support for Publisher Packs (e.g. Microsoft, Oracle, IBM, Adobe) to ensure accurate calculation of complex license metrics.
- Troubleshoot and refine SAM-related dashboards, reports, and metrics to provide actionable insights into license compliance, spend, and optimization opportunities.
- Support software contract management, service catalog, procurement and other supporting processes within ServiceNow, linking contracts to entitlements and assets.

**Data Integration & Quality Assurance:**

- Provide support for and troubleshoot integrations (e.g., import sets, transform maps, APIs, integrations with discovery tools like SCCM, AD etc.) to ingest comprehensive software asset data into ServiceNow SAM Pro.

- Follow and identify opportunities to improve data quality processes, including validation, cleansing, and normalization.
- Troubleshoot and resolve data discrepancies and integration issues impacting SAM Pro.

**ServiceNow Platform Administration & Development:**

- Perform routine ServiceNow platform administration tasks including user/group management, ACLs, UI policies, business rules, client scripts, and workflow/Flow Designer configurations.
- Manage and troubleshoot incidents and service requests related to SAM Pro functionality and data integrations.
- Assist with ServiceNow platform upgrades, patching, and testing to ensure SAM Pro functionality is preserved and enhanced.
- Develop and maintain technical documentation, standard operating procedures (SOPs), and user guides for SAM processes and configurations.
- Adhere to ServiceNow best practices and ITIL framework principles.

**Stakeholder Collaboration & Strategic Support:**

- Collaborate effectively with IT Asset Management, Procurement, Finance, Application Owners, and other IT teams to support software asset management.
- Provide expertise and guidance on software licensing models, SAM best practices, and the capabilities of ServiceNow SAM Pro.
- Participate in requirements gathering, solution design, and testing phases for new SAM initiatives and platform enhancements.

**Required Skills and Experience:**

- 3+ years of hands-on experience as a ServiceNow Administrator.
- 2+ years of dedicated, in-depth experience specifically with ServiceNow Software Asset Management Professional (SAM Pro), including configuration, reconciliation, and optimization.
- Proven experience with data integration within ServiceNow (e.g., import sets, transform maps, scripting) and integrating with various discovery sources.
- Strong understanding of IT Asset Management (ITAM) processes and the software asset lifecycle.
- Familiarity with various software licensing models (e.g., per user, per processor, core-based, subscription, concurrent, cloud).
- Proficiency in ServiceNow platform administration and development in various versions of ServiceNow.
- Deep understanding of the ServiceNow CMDB and its critical relationship with SAM.
- Ability to troubleshoot complex technical issues within ServiceNow SAM Pro and integrations.
- Experience with scripting in ServiceNow for custom solutions and data manipulation.
- Experience with REST/SOAP integrations.
- Basic understanding of SQL and database concepts.

**Desired Skills and Experience (Optional):**

- ServiceNow Certified System Administrator (CSA)
- ServiceNow Certified Implementation Specialist - Software Asset Management (CIS-SAM)

**Educational Background:**

- Bachelor's degree in computer science, Information Technology, or a related field.

**ADA Notations:**

- Regular communication (hearing/speaking).
- Noise conditions range from very quiet to very noisy.
- Prolonged use of computer (typing/keyboarding).

**Salary Range:**

- The final salary can be influenced by a variety of factors, such as Federal Government contract labor categories and wage rates, relevant work experience, specific skills and competencies, educational background, and certifications.

**Perks:**

- Company pays 100% of dental, vision, and life premiums and 85% of healthcare premiums for employees and dependents.
- 4% 401k Match w/ Immediate 100% Vesting
- 3 weeks of PTO & 11 Federal Holidays
- Profit Sharing
- Continuous training & education

*InSequence Inc. is an Equal Opportunity Employer  
We participate in the E-Verify Employment Verification Program.*