

Job Description

IT Service Management (ITSM) Process Analyst

Position Title: IT Service Management (ITSM) Process Analyst

Experience Required: 3+ years

Location: US (Remote) – Must be a U.S. Citizen or Green Card Holder

Job Summary:

Seeking an ITSM Process Analyst to design, improve, and manage IT Service Management policies, processes, and procedures, driving continuous improvement through KPIs, metrics, and customer feedback. The role involves close collaboration with service owners, the service desk, and IT teams to maintain the CMDB and service catalog in ServiceNow.

Key Responsibilities:

- Support and improve ITIL-based processes (Incident, Problem, Change, Release, Asset, Request, Service Level, and Configuration Management).
- Facilitate CAB meetings, lead root cause analyses, and govern configuration items.
- Maintain and improve the CMDB and service catalog data accuracy.
- Collaborate with stakeholders to ensure effective process documentation and integrity in ServiceNow.
- Use data and metrics to identify gaps and drive process improvements.
- Develop best practices, tools, and metrics for ITSM integration across delivery and support processes.
- Serve as primary contact for medium-scale process automation and system administration initiatives.

Required Skills and Qualifications:

- 3+ years' ITIL process experience; 2+ years in process ownership or practitioner role.
- ITIL v3 or v4 Foundation Certification (or willingness to achieve within 6 months).
- Strong background in IT systems processes, hardware/software knowledge, and licensing.
- Hands-on experience with ServiceNow and CMDB/service catalog management.
- Ability to work across multiple ITIL processes and communicate with all leadership levels.
- Proven ability to produce high-quality policies, procedures, and reports.

What We Offer:

- Fully remote U.S. opportunity with flexibility to work onsite as required.
- Competitive salary and benefits package.
- Opportunity to work on mission-critical healthcare applications.
- Collaborative team culture with professional growth opportunities.

