



## Senior Functional Analyst ServiceNow CMDB –Discovery OR Service Mapping

**Location:** Brussels - Hybrid

**Do you want to start an ambitious and challenging career?**  
**Would you like to work in an exciting and fun environment?**  
**Do you thrive in work environments that push you to be your best?**

Taleo Consulting is a management consulting group with offices in Luxembourg, Paris, Brussels, Amsterdam, Geneva, Zurich, Barcelona, Singapore, and Lisbon.

As a young and growing company, we now count over 500 employees across our 9 international offices! Our activities are primarily focused on finance, life science, retail, and energy.

### **What will you do?**

We believe that we grow as our people grow. Motivated professionals make a difference. Not just for themselves, but also for our customers.

We are looking for people who share our corporate values among our local and international networks and promote close relationships with our customers and internal teams. Taleo's success depends on the talent of its employees, therefore we are looking for an enthusiastic **Senior Functional Analyst ServiceNow CMDB – Discovery / Service Mapping:**

As Senior ServiceNow CMDB Consultant, you participate in the operation and maintenance of the Bank's ServiceNow software infrastructure (its Enterprise Service Management platform). **ServiceNow** modules used are ITSM and ITOM. Your mission will consist of the activities mentioned below. Expertise and knowledge in these domains are key to conducting these activities.

### **How do we imagine our future Senior Functional Analyst ServiceNow CMDB Discovery or Service Mapping?**

- Assess and implement the requirements for ServiceNow Discovery.
- Discover and adapt data patterns.
- Review and correct the existing data model in the CMDB to be able to reconcile the CIs discovered with the ones already present.
- Execute discovery on the identified scopes.
- Create value case / analysis for ITOM event management.

### **Responsibilities :**

**Next to these specific activities, you might be involved in the following generic tasks:**



- Maintaining or developing new functionalities based on a needs analysis to which you will have contributed,
- Maintaining or developing integrations with other components of the Bank's infrastructure,
- Provide user support, give trainings/demos,
- Support the expansion of the use of the ServiceNow platform within the Bank.

### **SKILLS Functional Analyst**

- Advanced authentication methods (JEA, gMSA, NMAP...)
- ServiceNow - CMDB knowledge
- ServiceNow - Discovery
- ServiceNow - Discovery Data Patterns understanding and customization
- ServiceNow - Global platform usage
- ServiceNow - Integration Hub / IRE and CMDB 360 multisource

We hire great people and give them the playing field to become awesome! Rather than a diploma or extensive experience, it's your state of mind that will allow you to reach your potential and meet the target with Taleo!

### **Why should you join us?**

#### ***Soft Skills***

You are motivated, driven, and passionate about the world of ServiceNow

- o You take initiative and align well with other team members, various process owners, and the hierarchy
- o You are highly eager to learn, asks questions, and actively seeks help when needed
- o You can communicate clearly and in a structured way, both within and outside the team
- o You are flexible, able to handle varying tasks and priorities, and can switch quickly between tasks when necessary (e.g., support with Incident)
- o You have a strong analytical thinking and customer-oriented mindset
- o You have a Solution-oriented communication: able to reach sustainable solutions through constructive dialogue with various stakeholders

Dutch or French => Native or Bilingual Proficiency

English => Full Professional Proficiency

You will be part of a talented and dynamic team! You will be able to benefit from career advancement and have the possibility to develop international and long-lasting work relationships.

If these words resonate with you and you identify with this description, send us your CV! We will be delighted to meet you.

