



LERIO IRELAND LIMITED



#JOB-2428174



Co. Dublin,



No of positions : 1



Paid Position



40 hours per week



65000.00 Euro Annually



06/02/2026



06/03/2026

How to apply

Application Method :

Not available



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Senior ServiceNow CMDB, Discovery & Service Mapping Architect

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

We are seeking a Senior ServiceNow CMDB, Discovery & Service Mapping Architect to lead the technical execution of the design, implementation, and ongoing optimization of enterprise-scale ServiceNow CMDB and ITOM capabilities within complex, multi-environment organizations.

Key Responsibilities (Essential)

- Design, implement, and maintain enterprise-scale ServiceNow CMDB data models aligned with CSDM and enterprise architecture standards
- Configure, manage, and troubleshoot ServiceNow Discovery across on-premise, cloud, and hybrid environments
- Deploy, configure, and support MID Servers, including credential management, scheduling, and Discovery optimisation
- Implement and maintain Identification & Reconciliation Engine (IRE) rules, CI class strategies, and reconciliation logic
- Build and maintain ServiceNow Service Maps, accurately modelling application, database, and infrastructure dependencies
- Analyse and remediate CMDB data quality issues, including duplicate CIs, incorrect relationships, and missing or inconsistent attributes
- Integrate CMDB data from multiple discovery and data sources, including native Discovery, integrations, manual feeds, and third-party tools
- Provide deep technical expertise across ServiceNow ITOM, with a strong practical understanding of Linux and Windows operating systems to support accurate discovery and service mapping
- Design and develop custom tooling, scripts, and ServiceNow-based solutions to address discovery gaps and improve CMDB accuracy where out-of-the-box capabilities are insufficient
- Utilise ServiceNow platform scripting, including GlideRecord, to automate CMDB, Discovery, and ITOM processes and support data quality remediation

- Support IT architecture and operations teams by providing accurate CMDB and dependency data to improve decision-making and system visibility
- Contribute to CMDB governance, lifecycle management, service resilience, and the adoption of industry best practices
- Work effectively with multicultural and international stakeholders, clearly communicating complex technical concepts to both technical and non-technical audiences
- Meet client and stakeholder delivery requirements while operating across multiple time zones

Essential Requirements for all of the following criteria:

- Minimum of 5 years' hands-on experience working with the ServiceNow platform in production environments
- Minimum of 3 years' hands-on experience specifically with ServiceNow CMDB and Discovery
- Proven, practical experience configuring and troubleshooting ServiceNow Discovery patterns in complex enterprise environments
- Demonstrable hands-on experience working with Service Mapping at enterprise scale
- Strong working knowledge of the Identification & Reconciliation Engine (IRE), including CI class hierarchy and reconciliation logic
- Professional working proficiency in English and Afrikaans, required for effective direct communication with Afrikaans-speaking clients.
- This vacancy is suitable for Remote/Blended working
- **Sector:** information and communication

Career Level

- Experienced [Non-Managerial]

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 5
- **Minimum Qualification:**No Qualification

(Desirable)

- **Ability Skills:** Computer Literacy, Technical IT
- **Competency Skills:** Collaboration, Problem Solving
- **Specialising In:**servicenow;cmdb;ci