Position Description

Report Run Date: May 5 2017 3:45PM
Position Number: 02008714
Dept: ENT APPS & INFRASTRUCTURE SVCS - 061419
Position: IT SERVICE MANAGEMENT PROGRAMMER/ANALYST
Approved Payroll Title Code: 7584
Approved Payroll Title: BUS SYS ANL 3
Approved MSP Salary Grade:
Approved PSS Salary Grade: PSS22

POSITION DETAILS

Job Summary: Under limited supervision by the Client Services Manager, the Service Management Programmer/Analyst provides reporting analysis and technical application support for all tools within the Service Management Office. This position will provide advanced technical support, recommends technology solutions to focus on continuous improvement of the service management activities, while adhering to project timelines, campus and IET policies and industry standards.

Campus Job Scope:

This position will report to the Client Services Manager and work closely with all levels of IET management to ensure the toolsets and management reports are functional and meet the needs of the IET organization. This role will utilize programming, maintenance and administration activities to ensure the tools used by the IT Express Service Desk are optimized to deliver high levels of customer service to members of the campus community. Frequently works in close coordination and under the guidance of the ServiceNow Application Developer.

Positions Supervised: N/A

50% REPORTING ANALYST

Essential Responsibilities: Defines, designs and develops data reports with graphically rich user interface. Performs trending analysis to identify issues within the environment, with a focus on continuous process and service improvement. Determines appropriate data sources, analytic methods
and reporting formats. Collects, compiles, and analyzes data from various sources to provide concise and thorough performance metrics reports. Prepare quantitative and qualitative reports that measure performance in comparison to established standards and service levels. Maintains accurate documentation and records in accordance with department policies, procedures, and practices.

40% SERVICE MANAGEMENT TOOLS: APPLICATION SUPPORT
Performs 2nd level development support for a suite of service management tools, including: Bomgar, ServiceNow, ACD system, and custom applications, performing advanced troubleshooting to resolve, or identify and escalate, reported problems. Analyzes use of tools, existing and proposed processes and procedures, and unit goals to form recommendations. Identifies existing processes that can be streamlined and/or automated. Works with team to implement changes and new application functionality.

Troubleshoots and identifies root cause of ServiceNow production issues, performs administrative and configuration functions within ServiceNow.

10% SPECIAL PROJECTS AND ASSIGNMENTS
Lead and assist workgroups, department, or division with special business analyst needs.
Work on short-term and long-term assignments within the division.

Use computer for extended periods of time.

Travel between campus and off campus locations.

Work in a busy office environment with frequent interruptions.

Restricted vacation during peak periods. Work occasional varied lunch hours.

UC Davis is a smoke and tobacco free campus. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) is strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Background Check: Yes
QUALIFICATIONS

Minimum Qualifications:

Experience with one of more relational databases (e.g. Oracle, MySQL, MS SQL).

Experience developing, troubleshooting, and optimizing database queries that will be run against a production database.

Experience with web analytics frameworks including Google Analytics.

Some experience with industry standard languages and techniques, such as HTML (including 508 accessibility), CSS, Javascript, PHP, Perl, and MVC, to troubleshoot issues and problems.

Experience performing needs analysis, planning, designing, prototyping, testing, implementing, maintaining, and troubleshooting reports that can incorporate multiple data sources using industry standard tools such as Microsoft Excel and Crystal Reports.

Experience with configuration and management of software applications that interface with relational databases (e.g. ARS, Coldfusion, Crystal Reports).

Experience planning, designing, creating, testing, securing, implementing, administering, and documenting ad hoc and production reports using enterprise business intelligence and reporting software such as Microsoft Sharepoint, BIRT, or Crystal Reports.

Experience with IT Service Desk functions and processes.

Preferred Qualifications for Selection:

Experience with common statistical concepts including central tendency, standard deviation, data binning, absolute deviation, and regression analysis. Experience with statistical language such as R, Matlab or SAS.

Experience designing visually appealing reports that may be distributed to a large audience. Experience incorporating existing branding into visual language.

Experience with IT Service Management tools, preferably ServiceNow.
Certification in ITIL, Six Sigma, ISO 9000 or similar process improvement / quality system.

**Expectations**

- Read and model the UC Davis Principles of Community.
- Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.
- Communication skills to effectively present information (oral, written, presentation, documentation).
- Use tact and diplomacy for interactions with others.
- Communication skills to understandably and effectively describe technical requirements to technical and non-technical audiences.
- Convey a helpful and positive attitude in support of the department's client service environment.
- Work cooperatively with others to achieve and maintain a strong client service environment.
- Maintain flexibility in a continuously changing and fast paced work environment.
- Excellent organizational and analytical skills.
- Effectively establish priorities, organize tasks, and direct effective implementation of tasks in a demanding work environment.
- Willingness to routinely stay in communication with technical staff at other organizations to stay abreast of computing developments and resources available over the network.
- Ability to cultivate trust and build successful working relationships with stakeholders, subject matter experts, and other relevant staff and management.
- Work with a diverse group of people in such a manner as to build high morale and group commitments to goals and objectives.
- Meet client and management expectations by being consistently punctual, reliable, and flexible.