Position Description

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Report Run Date	Aug 30 2017 8:15PM
Position Number:	02014916
Dept:	ENT APPS & INFRASTRUCTURE SVCS - 061419
Position:	SERVICE NOW APPLICATION ADMINISTRATOR
Approved Payroll Title Code:	7304
Approved Payroll Title:	SYS ADM 3
Approved MSP Salary Grade:	
Approved PSS Salary Grade:	PSS23
POSITION DETAILS	
Job Summary:	Under the general direction of Client Services Manager, this position manages campus wide implementation of the Service Now case management system and related service modules and integrations.
Campus Job Scope:	
Department Specific Job Scope:	
Positions Supervised:	NA
Essential Responsibilities:	**60% APPLICATION ADMINISTRATION** Organize implementation and maintenance of the campus case management tool, Service Now, and related technology. Develop, enhance and implement procedures in Service Now for the campus to follow in the performance of their functions. Work closely with peer employees within the IET and partner units to implement strategic initiatives, necessary tools and process enhancements, knowledge development, and training to ensure continued growth and improved performance. **40% APPLICATION DEVELOPMENT** Attend and participate in change control meetings and maintain systems based upon feedback from working sessions and business changes. Work with appropriate groups to develop, implement and maintain a proper back-up strategy for all service management technologies. Work with vendors to maintain knowledge of system enhancements and development lifecycle. Work with appropriate groups to implement vendor submitted upgrades and ensure the supportability of all systems. Implement system integrations using standard application development methodologies in a web services context. Based on captured requirements, design and implement service modifications.
Physical Demands:	

Work Environment:	Due to the mission-critical services provided by this department, this position may work hours other than M-F 8-5, especially in response to system problems. Occasional travel required. Work flexible or extended hours as workload demands. Restricted vacation during periods of peak workload. UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be 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 enterprise-level case management systems, such as Service Now, BMC Remedy or HP Service Manager. Experience managing application programming and implementation through a full life-cycle methodology including code reviews and change control practices. Experience with object-oriented programming languages using best practices, and web technologies such as Javascript, Javascript, AJAX, Angular JS, Bootstrap, Cascading Style Sheets (CSS). Experience writing advanced SQL (ANSI standard) for relational database technologies (e.g., MySql, Oracle or Microsoft SQL Server). Experience converting business requirements into technical specifications for large, multi-functional, web-based software applications that must integrate within a complex, service architecture. Skills to write inter-application internet-based communications using protocols such as SOAP, AJAX. JSON, Bootstrap or other XML-based web services technologies. Experience applying process analysis methodologies within the context of information system implementation.
Preferred Qualifications for Selection:	ServiceNow administration training certification. Comprehensive experience working with all aspects of the ServiceNow enterprise-level case management system and similar systems such as PINACLE, BOMGAR, and Salesforce. Experience working in structured projects using agile system development life cycle methods to develop hardware and software requirements, product designs and implementations for campus-wide, complex mission-critical systems. Experience integrating and maintaining secure web applications using industry standard security practices and enterprise Single Sign On (SSO) systems. Experience using software version control tools such as GIT, GitHub.

	Skill to manage multiple tasks individually while under a full workload and tight deadlines. Experience with vendor-driver software such as ODBC/JDBC to connect to databases. Bachelor's degree in Management Information Science, Computer Science or related field, or equivalent relevant work experience. Oral and written interpersonal communication skills to convey technical requirements to technical and non-technical audiences. Understanding of ITIL processes such as Incident Management, configuration management, CMDB, Change Management and Asset Management. ITIL foundations certification a plus. SCRUM training a plus. Critical thinking skills to understand complex problems and develop solutions through the development of robust, web-based applications. Design experience for web-based software applications that must be robust, enterprise-wide with at least 98% up time availability. Experience with XSLT and Javascript toolkits such as jQuery. Knowledge of asset management technologies such as BigFix, LANDesk or Altiris. Experience administering mission-critical applications serving thousands of clients. Foundational understanding of business administration processes such as purchasing, procurement, inventory management, finance, and asset management.

Expectations

Job 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, report any workplace safety issues promptly to their supervisor or the designated safety coordinator. -Use tact and diplomacy for interactions with others. -Communication skills to understandably and effectively describe technical requirements to technical and non-technical audiences and interpersonal skills, using tact and diplomacy for interactions with others. -Convey a helpful and positive attitude in support of the department's client service environment. -Maintain flexibility in a continuously changing and fast paced work environment. -Excellent organizational and analytical skills to establish priorities, organize tasks, and direct effective implementation of tasks in a demanding work environment. -In coordination with the project sponsor, team, and PM supervisor, follows projects through to successful completion with a high degree of quality. -Ability to work independently under general direction from management, to manage workload across multiple simultaneous projects, to maintain a high level of productivity, and to meet deadlines under time constraints and continuously shifting priorities. -Willingness to learn and apply new technology and develop skills to promote professional growth. This may also include a willingness to attend conferences, classes, and exhibits when appropriate.

	-Accountability for the safekeeping of resources in the employee's care and custody and for following and implementing the cyber-safety guidelines. -Ability to cultivate trust and build successful working relationships with stakeholders, subject matter experts, and other relevant staff and management. This will often include diverse groups of people with internal and external affiliations with UC Davis. -Exercise discretion in the performance of duties.