

Position Description

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JOB ID:	8261
Position Number:	02021630
UC Path Position #	40218711
Dept:	ENT APPS & INFRASTRUCTURE SVCS - 061419
Position:	ServiceNow Development Supervisor
Approved Payroll Title Code:	6090
Approved Payroll Title:	IT ARCHITECT SUPV 2
Approved MSP Salary Grade:	
Approved PSS Salary Grade:	MSP25
POSITION DETAILS	
Job Summary:	<p>Under the general direction of the Director of Client Success, this position serves as the campus expert and architect for ServiceNow, the campus system for business process automation. This position supervises all development activity and provides hands-on oversight and management of the analysis, design, implementation, testing, and integration of ServiceNow across campus. This position will also provide significant input into roadmap strategy and development.</p> <p>Key responsibilities include supervision of ServiceNow development staff, participation in governance oversight, application architecture, code reviews, technical project leadership for application implementation and integrations, and general application management. This position leads campus committees to ensure adherence to best practices and the overall ServiceNow roadmap, operates with a high degree of autonomy, and uses independent thinking to creatively solve problems and make independent decisions.</p> <p>The Client Success team is part of the Operations unit within UC Davis' Informational & Educational Technology (IET) department. IET provides the foundational and enabling infrastructure, hardware, software and systems that support institutional activities.</p>
Campus Job Scope:	
Department Specific Job Scope:	This position provides campus leadership in the development and architectural design of ServiceNow, and is responsible for the supervision of a team of applications programmers in the Client Success unit of IET.
Positions Supervised:	APPLICATIONS PROGRAMMER 4 2.0 FTE APPLICATIONS PROGRAMMER 2 1.0 FTE Students (up to 6)
Essential Responsibilities:	50% MANAGEMENT/SUPERVISION SERVICENOW DEVELOPMENT Provide oversight and day-to-day supervision for a team of ServiceNow developers

and application administrators.
 Identify and implement unit goals.
 Ensure staff understand & work to meet unit goals.
 Ensure team adherence to established best practice framework and standards.
 Ensure adherence to security standards and best practices, and regularly review ServiceNow benchmark scoring to improve overall application health.
 Ensure assigned work is compliant with standards & accomplished within expected levels of quality & time.
 Perform full lifecycle of employee supervision, including recruiting, onboarding, training and development, performance management and other supervisory duties.
 Provide ongoing mentoring and staff development to promote a high-performance culture, opportunities for growth and expansion of duties.

50% LEAD APPLICATION ARCHITECT

Provide campus leadership in the development and architectural design of ServiceNow to meet the needs of campus affiliates.
 Identify, develop, document and implement technical system design and solutions according to requirements, specifications and business processes.
 Develop architectural standards; ensure standards and framework compliance for ServiceNow development community.
 Develop and manage continuous integration and delivery processes and practices.
 Provide consultative services to establish and promote best practices to support long-term viability of a campus-wide shared service.
 Coordinate with the project manager on all aspects of projects, and specifically user testing and rollout of completed software.
 Provide qualitative and quantitative information to management staff regarding system outages and performance problems.
 Analyze existing systems and program modules, review existing documentation, and facilitate meetings with clients and subject matter experts to define business requirements.
 Analyze applications, business processes, and existing applications to determine source of reported bugs, and oversee resolution and needed enhancements.
 Design, implement and deploy code fixes and new application functions.
 Perform quality assurance testing to ensure that the production applications are sound and robust.
 Utilize automated load testing and web application security analysis tools.
 Write functional and detailed technical specifications for application code development.
 Establish and sustain Quality Control capability to test and fix application bugs and adhere to software development methodology.
 Participate in technical design and code reviews.

Physical Demands:

Sit for extended periods of time working at a computer terminal using a keyboard to enter and retrieve data.

Read CRT and LED screens for extended periods of time.

Lift and move equipment weighing up to 50 pounds.

Work Environment:

Occasional travel required.

Travel between campus and off-campus locations.

Vacation is restricted during peak work periods.

Work alternate, holiday, weekend or extended hours to meet peak workloads.

Work in a semi-open, busy environment.

Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, and report any

	<p>workplace safety issues promptly to their supervisor or the designated safety coordinator.</p> <p>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) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.</p>
Background Check:	Yes
QUALIFICATIONS	
Minimum Qualifications:	<p>Bachelor's degree in Information Systems, Computer Science or related field, or equivalent combination of education and experience.</p> <p>Experience leading, managing or supervising technical teams.</p> <p>Experience with the ServiceNow platform and ServiceNow development.</p> <p>Experience converting business requirements into technical specifications for large, multi-functional, web-based software applications that integrate within a complex service architecture.</p> <p>Experience with technologies such as client/server technologies, web technologies (XML, HTML, AJAX, Java, Angular JS, React, JavaScript, CSS, Web services such as REST), distributed computing concepts, application development methodologies, networking concepts and application integration.</p> <p>Experience with structured application development methodology in deploying technical solutions, utilizing other tools for design (e.g. Unified Modeling Language), application software version control and tracking (e.g. SVN and GIT), and code migration.</p> <p>Experience defining hardware and software requirements for organization-wide, complex mission-critical systems including test, staging, and production environments.</p>
Preferred Qualifications for Selection:	<p>Oral and written interpersonal communication skills to convey technical requirements to technical and non-technical audiences.</p> <p>Skill to understand complex problems and develop solutions through the development of web-based applications.</p> <p>Experience with standard programming techniques including analysis, requirements gathering, design, data collection and preparation, coding, and testing.</p> <p>Skilled in use of software packaging and release management processes including utilizing issue tracking, release tracking, continuous integration and build artifact repository systems (e.g. Jira, Bamboo, Maven).</p>
Expectations	
Job Expectations	<p>Read and model the UC Davis Principles of Community.</p> <p>Demonstrate personal and team accountability for results and projects.</p> <p>Address any workplace safety issues with staff you supervise or lead. Ensure all staff are informed of typical workplace hazards via the job safety analysis and</p>

personal protective equipment process and complete required safety training. Assists the safety coordinator and safety officers in implementing workplace safety practices. Escalate any issues to the designated safety coordinator, safety officer, and/or department director promptly.

Ability to think creatively and apply innovative concepts to problem resolution.

Communicate effectively with co-workers, effectively use computer equipment, and conduct productive meetings.

Model the key values of the organization, including: demonstration of integrity in the conduct of daily work; accountability for the safe-keeping of resources in the employee's care and custody; reliability and teamwork; attention to maintaining and expanding expertise in the functions of the position; and modeling commitment to the customer service in interactions with clients, co-workers and others. In both communication and conduct, interacting with clients, co-workers, and others in the workplace in a respectful, tactful, and effective manner.

Experience adhering to established guidelines and standards and to develop new guidelines as necessary.

Participate at conferences, classes, and exhibits, in addition to professional groups and associations. Subscribe to and read professional literature to stay abreast of changes and advances in application development software and methodologies.

Independently follow projects through to successful completion with a high degree of quality.