

DUTY STATEMENT

DGS OHR 907 (Rev. 09/2022)

 Current Proposed

RPA NUMBER 26453	DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME ServiceNow	REPORTING LOCATION 707 3rd Street, Third Floor, West Sacramento, CA 95605	
SCHEDULE (DAYS / HOURS) Monday - Friday / 8:00 a.m. to 5:00 p.m.	POSITION NUMBER 306-072-1414-XXX	CBID R01
CLASS TITLE Information Technology Specialist II	WORKING TITLE Senior ServiceNow Developer	
PROPOSED INCUMBENT (IF KNOWN)	EFFECTIVE DATE	

CORE VALUES / MISSION Rank and File Supervisor Specialist Office of Administrative Hearings Client Agency

The Department of General Services (DGS) Core Values and Employee Expectations are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS employees are to adhere to the Core Values and Employee Expectations, and to perform their duties in a way that exhibits and promotes those values and expectations.

POSITION CONCEPT

Under general direction of the Information Technology (IT) Manager I, the IT Specialist II in the Enterprise Technology Solutions in the Enterprise Services Section in the Software Engineering and System Engineering domains acts as a lead technical resource to develop, configure, maintain, support, and administer business solutions and information management through the ServiceNow platform.

SPECIAL REQUIREMENTS Conflict of Interest Medical Evaluation Background Evaluation Background Evaluation FTB Office Technician (Typing)

Conflict of Interest

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
35%	Autonomously coordinates the most complex requested integrations, workflows, and design in ServiceNow and reviews other developers' integrations, workflows and designs in ServiceNow by collaborating with the ServiceNow functional team, developing, testing, implementing and reviewing system integrations and process automation, configuring and improving core and customer applications, advising on improving core and customer applications, and by performing complex analysis of system modules, design, coding, and integrating products; ensuring accurate integration, security and development of ServiceNow and optimal performance of the system using ServiceNow, SharePoint, Visio, Office 365, and other enterprise tools as needed.
30%	Administers, oversees and maintains the ServiceNow platform by monitoring the health, usage, and overall compliance of the system, performing installations, patching, and testing of updates, new releases, and system upgrades to ensure the security and integrity of the system, and keeping aware of ServiceNow platform changes using the ServiceNow, cloud-based ITSM platform, and other tools as needed.
20%	Independently makes strategic recommendations on critical components of the ServiceNow Platform using advanced knowledge and serves as a lead to oversee projects by developing, managing, and executing project plans, providing status updates and progress reports to management. Collaborates with cross-functional ETS units and develops clear and concise technical and process documentation for end-users, ETS staff, and business partners; ensuring system is fully documented and retains its full functionality and integrity. Researches, analyzes, and reviews work

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	done by other developers to ensure adherence to best practices and ETS standards using ServiceNow, SharePoint, Visio, Office 365, and other enterprise tools as needed.
10%	Independently aids end users and other developers by researching and coordinating with other ETS staff, responding to requests/inquiries, and resolving the most complex service desk tickets, ensuring continued and uninterrupted operations of applications while meeting ETS' strategic goals and objectives, utilizing the ServiceNow and other tools as needed.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Keeps skills current by participating in educational opportunities; reading professional publications; attending educational workshops, networking with other IT personnel and vendors by participating in information technology organization forums in order to maintain knowledge of industry trends and practices and enhance technical knowledge of other staff through training to ensure the sustainability of ETS.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

This position is Hybrid and eligible for telework up to three (3) days a week, in accordance with the Statewide Telework Policy, and will be required to report to the office as needed/required. The successful candidate must reside in California upon appointment.

You are a valued member of the department's team. You are expected to work cooperatively with team members and others to enable the department to provide the highest level of service possible. Your creativity and productivity are encouraged. Your efforts to treat others fairly, honestly and with respect are important to everyone who works with you.

I have discussed with my supervisor and understand the duties of the position and have received a copy of the duty statement.

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED