

Classification	Position Number	Location
Information Technology Specialist I	814-300-1402-227	Sacramento (Headquarters)
Division/Branch	Supervisor's Classification	Collective Bargaining Identification Designation (CBID)
Office of Technology Services/ Information Technology Branch	Information Technology Supervisor II	R01
Conflict of Interest Disclosure:	Incumbent (If filled)	
☒ Yes ☐ No	VACANT	

☒ **Job requires driving automobile:** In this position, the incumbent may, as needed, drive a state vehicle for work purposes. (Employee must complete DPR-034, Request for Driver Record Information).

SUPERVISORY RESPONSIBILITIES
(Check One)

☐ Managerial ☐ Supervisory ☐ Lead Person ☒ None

Direct Supervision Exercised:		Indirect Supervision Exercised:	
No. of Employees	Classification Title	No. of Employees	Classification Title

I have read and discussed these duties with my supervisor.

Employee Signature	Date
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I certify that the DPR-217 accurately represents the duties and responsibilities of the position.

Supervisor Signature	Date
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Description of Duties (*Attach additional sheets, if necessary, and identify position information*)

Summarize the regularly assigned duties of the position by percentage in descending order. Do not combine distinct activities into a single percentage. Descriptive information should reflect variety and complexity of duties through: supervision exercised and/or received; responsibility for decision making and consequence of error; analytical requirements; special knowledge; skills or abilities required; level, type and frequency of public contact; and unusual working conditions (i.e., field work, bilingual services, etc.); and physical requirements (physical demands, environmental demands).

Percent of Time	Activity
40%	Under the general direction of the Information Technology Supervisor II, the Information Technology Specialist I is responsible for the configuration, development, administration, and maintenance of the department's ServiceNow platform. The incumbent will utilize ServiceNow software development methodologies and best practices to conduct requirements analysis and system design while providing continued operation support for ServiceNow. This position supports the following IT domains: Client Services, Business Technology Management, and Software Engineering <u>ESSENTIAL FUNCTIONS:</u> Responsible for the administration and support for the ServiceNow platforms for the department. Develop, configure and customize the ServiceNow platform to fit business requirements. Develop and modify ServiceNow catalog items, flows, forms, workspace, lists, custom scripts, business rules, UI components. Analyze system performance issues and determine performance enhancements. Work with functional and admin teams to deliver automated workflow solutions in ServiceNow. Participate in the testing of ServiceNow updates and new releases. Develop ServiceNow reports and dashboards. Optimize existing workflows to reduce overhead and improve efficiency. Monitor health, usage, and overall compliance. Perform root cause analysis, recommend corrective action, and lead the resolution efforts. Use scripting tools to automate routine tasks being done in the ServiceNow platform
30%	Collaborate with ServiceNow admins across the Agency to align initiatives and platform standards. Represent the department in the Agency and Business Department Offices (BDO) ServiceNow governance and change control meetings to coordinate platform activities. Collaborate with cross-functional teams to identify and prioritize business requirements. Engage with internal stakeholders and IT staff to understand business requirements and translate it into functional specification. Create and maintain comprehensive documentation for processes, configurations, workflows, solutions and ensure that best practices and ITIL frameworks are followed. Serve as the primary administrator for Knowledge Base and Service Catalog items. Track license entitlements and manage license metrics.
25%	Work closely with the Client Service Desk (CSD) team to support and perform functions related to the ServiceNow Hardware and Software Asset management (HAM and SAM), and ITSM modules. Work across the IT Branch to improve the platform adoption and user experience of ServiceNow. Prepare and conduct training sessions for users on newly developed catalog items. Stay informed of industry trends and new platform enhancements.
5%	<u>MARGINAL FUNCTIONS:</u> Performs other duties as assigned within the scope of the classification.

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Percent of Time	Activity
	<u>WORKING CONDITIONS:</u> Performance of these duties requires the use of computers, infrastructure hardware, networks, databases, electronic mail (both internal and external), voicemail, and the Internet. May occasionally work evening or weekend hours in response to system outages/recovery, maintenance, or upgrade activities. Performance of the duties indicated for this position occasionally require the ability to lift and transport equipment up to 50lbs. <u>CRITICAL JOB COMPETENCIES:</u> Communication: Facilitates open exchange of ideas and opinions; actively listens; effectively uses email to communicate with customers and co-workers; makes clear and convincing oral presentations to individuals or groups; informs, persuades, builds consensus; selects and uses appropriate communication approach. Self-Motivation: Demonstrates a bias toward optimism and maintains sense of humor; views mistakes as opportunities for growth/positive learning experiences. Flexibility/Adaptability: Readily integrates changes midstream into work processes and outputs; demonstrates openness to new organizational structures, procedures, and technology; shifts gears comfortably. Teamwork: Facilitates and maintains cooperative working relationships; works toward accomplishment of group goals; values and encourages the input and expertise of others; fosters commitment, team spirit, pride, and trust. Technical Credibility: Understands and appropriately applies procedures, requirements, policies, and technology; possesses up-to-date knowledge in the profession, and accesses other expert resources when appropriate.