

**DUTY STATEMENT**☒ **CURRENT**☐ **PROPOSED**

RPA Number: <b>HRC0001111</b>	Classification/CBID: <b>Information Technology Specialist II / R01</b>	Position Number: <b>810-250-1414-006</b>
Incumbent Name:	Working Title: <b>Senior ServiceNow Engineer</b>	Effective Date:
Tenure: <b>Permanent</b>	Time Base: <b>Full-Time</b>	Intermittent Hours Per Month:
Program/Division: <b>Office of Environmental Information Management / HQ</b>	Branch/Section/Unit: <b>ETS / Cloud Application Development Services Unit</b>	Reporting Location: <b>Sacramento / Headquarters</b>
Supervisor's Name: <b>Bini Mukundan Visalakshy</b>	Supervisor's Classification: <b>Information Technology Manager I</b>	Position Telework Eligible: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Confidential Designation:  <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Designated Position for COI:  <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Position Designated Bilingual:  <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Supervision Exercised:  <input type="checkbox"/> None <input checked="" type="checkbox"/> Lead <input type="checkbox"/> Managerial <input type="checkbox"/> Supervisory		

**General Statement**

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and adhere to department policies and procedures regarding attendance, leave, and conduct.

**Equity Statement**

The Department of Toxic Substances Control (DTSC) values diversity, equity, and inclusion throughout the organization. We foster an environment where employees from a variety of backgrounds, cultures, and personal experiences are welcomed and can thrive. We believe the diversity of our employees is essential to inspiring innovative solutions. Together we further our mission to protect California's people and environment from harmful effects of toxic substances by restoring contaminated resources, enforcing hazardous waste laws, reducing hazardous waste generation, and encouraging the manufacture of chemically safer products.

**Position Description**

Under the general supervision of the Information Technology manager I (ITM I), the Information Technology Specialist II serves as Senior/Lead ServiceNow engineer. Administers and provides leadership and technical expertise for ServiceNow, and is responsible for the development, configuration, and enhancement of the ServiceNow platform. The incumbent performs the following duties that include, but are not limited to:

**Essential Functions (Including percentage of time):**

<b>40%</b>	<b><u>System Administration</u></b> Lead and provide technical expertise in the development and maintenance of the ServiceNow platform and several modules. Leverage IT Service Management best practices and operate the ServiceNow platform as a shared service on behalf of varied organizations across the entire
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	organization. Collaborate with agency and participate in regular Stakeholder meetings to discuss upcoming changes and issues to ServiceNow to ensure adherence to DTSC governance standards. Review proposed changes to ServiceNow and recommend approval or denial of changes. Provides production support and facilitate patches, updates, and configuration changes to ServiceNow. Assist with product roadmap & business capabilities that align with the application.
<b>30%</b>	<b><u>Development</u></b> Provide expertise on all technical questions related to the development of ServiceNow. Lead and support the Cloud Application Development Services Unit with researching, implementing, and developing a wide range of applications/modules within the ServiceNow platform as well as configuring custom integrations with other IT application services within the organization using RESTful APIs. Lead requirements gathering sessions with customers to accurately design and implement workflows, edit workflows, and ensure adherence to appropriate approvals and fulfillment. Collaborate with business analysts and other developers to clarify requirements and identify ways to simplify the user experience. Work with ServiceNow to propose solutions based on business needs. Responsible for the technical specification and implementation of the ServiceNow integration.
<b>15%</b>	<b><u>Data and Reporting</u></b> Partner with Data Owners, Stakeholders and Leadership to ensure the system of record remains complete, accurate and is maintained according to published guidelines. Conduct data quality analysis, provide recommendations to address data quality issues and manage the implementation of approved recommendations. Lead the production of published dashboards, reports and ad-hoc data extracts as required based on user requests and stakeholder needs in support of DTSC needs and other related activities. Review system reports and dashboards for process health indicators and trends. Review work product of other ServiceNow developers to ensure consistency and accuracy. Define ServiceNow requirements for DTSC.
<b>10%</b>	<b><u>User Training</u></b> Maintains user training materials for ServiceNow. Assists in the coordination, development, and facilitation of training on ServiceNow. Responsible for conducting formal and informal training sessions with business and technical end users.
<b>Marginal Functions (Including percentage of time):</b>	
<b>5%</b>	<b><u>INSERT TITLE OF DUTIES</u></b> Performs administrative duties including, but not limited to: adheres to Department policies, rules, and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time in the Daily Log system and submits timesheets by the due date.
<b>Consequences of Error: (if applicable)</b>	
<b>Typical Physical Conditions/Demands:</b>	
The job requires extensive use of a personal computer and the ability to sit/stand at a desk, utilize a phone, and type on a keyboard for extended periods of time. Ability to lift 15 pounds, bend and reach above shoulders to retrieve files and/or documents.	
<b>Typical Working Conditions:</b>	
The incumbent primarily works on a desktop computer in a cubicle environment in a high-rise office building in downtown Sacramento. The incumbent may occasionally be required to work in a climate-controlled computer room. The incumbent will work with sensitive, confidential information and may work on controversial assignments. The incumbent may occasionally: attend meetings, public hearings, and workshops to complete projects and work assignments, some of which may be outside of normal working hours. The incumbent may be required to travel occasionally. The incumbent may be required to work overtime when necessary.	
<b>Special Requirements of Position (Check all that apply):</b>	

- ☐ Duties performed may require pre-employment and/ or routine screenings (background/criminal/fingerprint clearance, drug testing, fingerprinting, physical, etc.).
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ Requires repetitive movement of heavy objects and/or operation of heavy machinery or motorized vehicles.
- ☐ Other (Explain below)

**Explanation:****Supervisor Statement**

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date

**Employee Statement**

I have discussed these duties with my supervisor and have been provided a copy of this duty statement. I certify I have read, understand, and can perform the duties of this position either with or without reasonable accommodation\*.

*\*A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity. (If you believe reasonable accommodation is necessary, check yes. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

Do you need a reasonable accommodation to perform the essential functions of this position? ☐ **YES** ☐ **NO**

Employee Name	Employee Signature	Date

**HUMAN RESOURCES BRANCH USE ONLY:**

- ☐ Duties meet class specifications and allocation guidelines.
- ☐ Exceptional allocation, STD 625 on file.

Analyst initials: [Click or tap here to enter text.](#) Date Approved: [Click or tap to enter a date.](#)

Revision Date (if applicable): [Click or tap to enter a date.](#)