

## DUTY STATEMENT



☐ CURRENT  
☒ PROPOSED

|                                                                     |                      |                                                     |                                       |                        |
|---------------------------------------------------------------------|----------------------|-----------------------------------------------------|---------------------------------------|------------------------|
| CIVIL SERVICE CLASSIFICATION<br>Information Technology Specialist I |                      | WORKING TITLE<br>ServiceNow Developer/Administrator |                                       |                        |
| PROGRAM NAME<br>Office of Information Services                      |                      |                                                     | UNIT NAME<br>ServiceNow               |                        |
| ASSIGNED SPECIFIC LOCATION<br>2180 Harvard St, Sacramento, CA 95815 |                      |                                                     | POSITION NUMBER<br>400 – 175-1402-xxx |                        |
| BARGAINING UNIT<br>R01                                              | WORK WEEK GROUP<br>E | BILINGUAL POSITION<br>No                            | CONFLICT OF INTEREST FILER<br>Yes     | BACKGROUND CHECK<br>No |

### General Statement

Under the direction of the Information Technology Manager I the Information Technology Specialist I (ITS I) is responsible for solution development, process automation, maintenance, and support of the DIR enterprise wide ServiceNow cloud-based platform including IT Service Management, IT Asset Management, Business Operations Management, Human Resources Service Delivery, Public Sector Digital Services and other ServiceNow applications that support the internal operations of the department.

The ITS I serves as part of a team of senior developers on medium to large-scale projects. This position collaborates with subject matter experts (SMEs) and team members to utilize the ServiceNow platform to automate service management workflows, develop, test and deploy applications for new business service offerings, configure system to discover/monitor/secure physical and virtual assets across DIR's enterprise infrastructure and perform regular platform patching and upgrades necessary to maintain a secure and supportable system.

Candidates must be able to perform the following essential functions with or without reasonable accommodations.

| Percentage of Time Spent | Duties<br><u>Essential Job Functions</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 30%                      | <p>Developer and Technical Contributor for ServiceNow Platform</p> <p>Serve as a senior developer and technical lead in the analysis, design, development, implementation, and maintenance of enterprise IT solutions aligned with business and technical requirements using the ServiceNow platform. Collaborate closely with the Lead ServiceNow Architect (IT Specialist II) and IT management to align platform strategy with organizational objectives, plan and prioritize project work, platform governance, platform upgrades, and ensure technical designs adhere to industry best practices.</p> <p>Coordinate technical team meetings, peer code reviews, and architecture walkthroughs. Participate in Agile development processes and support DevSecOps practices. Guide and mentor junior developers to promote skill development and ensure consistency in development standards.</p> |
| 25%                      | <p>Platform Development, Automation, and Business Operations Integration</p> <p>Work in partnership with business Subject Matter Experts (SMEs) and functional leads to design and implement scalable ServiceNow solutions that automate IT Service Management (ITSM), IT Operations Management (ITOM), IT Asset Management (ITAM)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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|                          | <p>workflows, Human Resource Service Delivery (HRSD), and Public Sector Digital Services (PSDS). Develop new business applications and configure existing modules to support organizational needs, ensuring seamless integration with DIR's IT infrastructure. Design and implement integrations using REST/SOAP APIs and MID Server. Manage data imports, transformations, and data mapping activities and ensure data accuracy, integrity, and performance optimization across applications.</p> <p>Diagnose and resolve application defects, script errors, workflow failures, and integration issues. Implement discovery tools to monitor, secure, and optimize both physical and virtual assets. Apply modern UX/UI design principles and ensure all solutions support cybersecurity, compliance, and accessibility standards.</p>                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 25%                      | <p>Platform Health, CMDB Governance, and Continuous Improvement</p> <p>Administer ServiceNow instances including configuration, security &amp; access management, upgrades, and patches. Ensure ongoing stability, reliability, and performance of ServiceNow applications. Manage and maintain the Configuration Management Database (CMDB), ensuring accuracy and completeness of Configuration Items (CIs). Maintain CI lifecycle, relationships, and dependency mapping across ITSM, ITOM, and ITAM. Perform CMDB audits, reconciliation, and data quality improvements.</p> <p>Monitor system health, manage incidents, and troubleshoot issues proactively. Troubleshoot and resolve platform-level issues, system defects, and performance bottlenecks. Maintain comprehensive documentation of configurations, changes, and enhancements to support audit readiness and operational transparency. Drive continuous process improvement through analysis of system usage, feedback, and business process optimization opportunities. Recommend and implement enhancements to align with industry trends, such as Machine Learning-enabled virtual agents and predictive intelligence.</p> |
| 10%                      | <p>Testing, Quality Assurance, and Release Management</p> <p>Support User Acceptance Testing (UAT) by preparing test scripts, generating test data, resolving defects, and collaborating with business users to validate functionality. Ensure quality of deliverables through thorough system testing, performance validation, and adherence to Software Development Life Cycle (SDLC) standards. Assist with the final promotion of code to the production environment using structured change and release management processes.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5%                       | <p>Training, Change Management, and Stakeholder Engagement</p> <p>Develop and deliver training sessions and user-friendly documentation to educate business users and technical teams on new ServiceNow features, enhancements, and best practices. Collaborate with the change management team to plan and implement platform updates using DIR's Change Management process. Foster strong partnerships with cross-functional teams to align technology solutions with business goals, enhance end-user satisfaction, and promote the adoption of ServiceNow innovations.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Percentage of Time Spent | Marginal Job Functions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 5%                       | <p>Perform other duties as required, support reporting, dashboards, and analytics development, attends trainings, meetings, and participates in other projects as needed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |



### **Conduct, Attendance, and Performance Expectations**

This position requires the IT Specialist I to maintain acceptable, consistent and regular attendance at such level as is determined at the Department's sole discretion; Must be regularly available and willing to work the hours the Department determines are necessary or desirable to meet its business needs.

The ITS I shall communicate effectively (orally and in writing) and act appropriately in dealing with the public and/or other employees; develop and maintain knowledge and skills related to specific tasks, methodologies, materials, tools, and equipment; complete assignments in a timely and efficient manner and, adhere to departmental policies and procedures regarding attendance, leave, and conduct.

### **Supervision Received**

The IT Specialist I reports directly to and receives assignments from the IT Manager I and at times from the Assistant CIO and CIO.

### **Supervision Exercised**

None

### **Work Environment, Special Requirements/Other Information, Physical Abilities, Additional Requirements/Expectations, and Personal Contacts**

#### **Work Environment**

The incumbent will work in a temperature-controlled office environment with an assigned cubicle. Access to the department suite will require a special badge. DIR is currently in a hybrid telework schedule and Incumbent will be required to work on site two days (or based department policies) a week.

#### **Special Requirements/Other Information**

Broad knowledge of and experience with managing and maintaining the ServiceNow platform includes development, testing implementation and documentation. Work independently and collaboratively in a team environment. Excellent Customer service, written, oral, and interpersonal skills, strong teamwork, collaboration, mentoring and project management skills.

May require occasional off-hours work for deployments or critical issue resolution.

#### **Physical Abilities**

Ability to remain in a stationary position and operate a desktop or laptop computer for extended periods of time in order to perform the essential job duties of this position.

#### **Additional Requirements/Expectations**

The incumbent must conduct themselves in a professional manner at all times and should establish good working relationships with others and be ready to learn new technologies. Applicants must be legally authorized to work in the United States without current or future need for visa sponsorship or

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employment-based green card processing support. DIR does not participate in E-Verify.

The incumbent must complete assigned tasks on time.

### Personal Contacts

ITS I has contact with DIR division management, IT Operations staff, OIS programmers, developers, project management and the Information Security Office.

### Employee Acknowledgment

*I have read and understand the duties listed above and certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform these assigned duties as described above with or without reasonable accommodation. If you believe a reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for a reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Medical Management Unit in the Human Resources Office.*

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee Sign Date

### Supervisor Acknowledgment

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

\_\_\_\_\_  
Supervisor Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Supervisor Sign Date

### HUMAN RESOURCES OFFICE APPROVAL

\_\_\_\_\_  
J.W.

\_\_\_\_\_  
C&S Analyst Initials

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5/7/2026

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Approval Date