

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

 Current Proposed

RPA NUMBER 30711	DGS DIVISION / OFFICE or CLIENT AGENCY Enterprise Technology Services	
UNIT NAME Enterprise Services / ServiceNow	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605) 707 3rd Street, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION Information Technology Specialist I	POSITION NUMBER 306-072-1402-080	CBID R01
POSITION ELIGIBLE FOR TELEWORK: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	PROBATIONARY PERIOD <input type="checkbox"/> 6 Months <input checked="" type="checkbox"/> 12 Months <input type="checkbox"/> N/A	WORK WEEK GROUP E
WORK SCHEDULE (DAYS / HOURS) Monday - Friday 7am - 4pm	TENURE Permanent	
WORKING TITLE ServiceNow Developer	TIMEBASE Full-time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	BILINGUAL POSITION: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No LANGUAGE NEEDED: <input type="checkbox"/> Verbal <input type="checkbox"/> Written Proficiency language in: _____	
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 direction of the Information Technology (IT) Supervisor II, the IT Specialist I in the Department of General Services, Enterprise Technology Solutions, within the Enterprise Services Section the ServiceNow Developer performs a blend of application development, configuration, business analysis, and platform support activities for the ServiceNow environment. The position designs workflows, analyzes requirements, develops solutions, supports testing, and ensures secure and scalable platform operations. This role reflects both technical engineering and systems-analysis responsibilities.

SPECIAL REQUIREMENTS Medical Clearance Background Clearance Typing DMV Pull Notice Drug Testing
 Vehicle Home Storage Permit Driver's License and Class (specify below in Description) Certificate (specify below in Description)
 Professional License (specify below in Description) Other (specify below in Description)

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
40%	Designs and develops ServiceNow applications, catalog items, workflows, and automation to support DGS program needs, builds and maintains scripted components including Business Rules, Client Scripts, UI Policies, and Script Includes, configures Flow Designer, workflow activities, UI elements, access controls, and data models, troubleshoots technical issues and performs root-cause analysis, implements fixes following ETS standards and supports enhancement requests turned over by program teams using ServiceNow platform tools, programming languages and tools as needed.
25%	Business & Systems Analysis• Gathers, analyzes, and documents functional requirements from customers and SMEs, creates process maps, workflow diagrams, and user-story documentation to

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	support solution design, validates requirements and ensures alignment with ServiceNow capabilities and departmental needs, participates in workshops, stakeholder discussions, and ServiceNow meetings regarding changes, reviews process impacts for programs using O365 tools, reporting tools, design programs and ServiceNow agile development or similar agile programs such as Planner.
20%	Supports environment configuration, data quality, permissions, and module setup as part of ServiceNow operations, performs pre-upgrade validations, post-upgrade testing, and verifies system functionality, monitors performance, identifies anomalies, and coordinates with the ServiceNow team on service improvements and assists in maintaining governance materials, technical standards, and platform documentation using the ServiceNow platform and other programming tools as needed.
10%	Prepares and executes test scripts for enhancements, portal modifications, and workflow updates, coordinates with other developers, administrators, and business users during UAT, documents issues, tracks remediation, and validates resolved items and provides customer support and step-by-step instructions portal navigation when requested by program areas using MS O365 tools and the ServiceNow Platform.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Participates in meetings, enhancement reviews, and cross-team collaboration and supports documentation updates for ServiceNow processes, portal changes, or technical artifacts and performs other duties as assigned in support of ETS and ServiceNow operational priorities using MS O365 tools.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS Travel (Specify the percentage in the travel box below)

Primarily a standard office environment with desk-based computer work.

May participate in meetings through Microsoft Teams or in-person collaboration sessions.

Occasional extended screen time required for testing, analysis, or troubleshooting.

Telework is allowed per DGS Telework Policy and managerial approval.

Will be required to report to office as needed/required.

DESIRABLE QUALIFICATIONS

Experience enhancing enterprise platforms

Experience with workflow design and analysis: process diagramming, swim lanes, context/data flows, and database specifications.

Public-sector awareness - accessibility, privacy, audibility

ServiceNow System Administrator Certification (CSA)

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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 these duties with my supervisor and have received a copy of the duty statement. I have read and understand the duties and essential functions listed above and I am able to complete the essential functions with or without a reasonable accommodation. (If you believe you need a reasonable accommodation or you are unsure if you need a reasonable accommodation, please inform the hiring manager and contact the Reasonable Accommodation Unit at reasonableaccommodation@dgs.ca.gov)

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

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

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED

C & P APPROVED BY	DATE SIGNED