

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current☒ Proposed

RPA NUMBER 31045	DGS DIVISION / OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
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 306-072-1402-138	CBID R01
POSITION ELIGIBLE FOR TELEWORK: ☒ Yes ☐ No	PROBATIONARY PERIOD ☐ 6 Months ☒ 12 Months ☐ N/A	WORK WEEK GROUP E
WORK SCHEDULE (DAYS / HOURS) Monday - Friday / 8:00am - 5:00pm	TENURE Permanent	
WORKING TITLE ServiceNow Developer	TIMEBASE Full-Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☒ Yes ☐ No	BILINGUAL POSITION: ☐ Yes ☒ No LANGUAGE NEEDED: ☐ Verbal ☐ Written Proficiency language in: <u>English</u>	
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 the supervision of the Information Technology (IT) Supervisor II the IT Specialist I in the Department of General Services, Enterprise Technology Solutions in the Enterprise Services Section within the Software Engineering and System Engineering domains, the IT Specialist I will participate in all phases of the Software Development Life Cycle and be responsible for the completion of software and documentation deliverables with an emphasis on secure development standards, best practices, and procedures.

☐ 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)		

SPECIAL REQUIREMENTS

Telework

The employee must reside in California.

ESSENTIAL FUNCTIONS

PERCENTAGE	DESCRIPTION
30%	Designs, develops, advises, tests, and maintains the ServiceNow system by incorporating ServiceNow and DGS development standards, best practices, and frameworks, utilizing REST and SOAP APIs, HTML, CSS, Bootstrap, Angular, Python, JavaScript, JSON, UI / UX, and other tools as needed in order to meet department and customer requirements and expectations, with attention to efficiency and effectiveness, and to ensure a secure reliable technology environment, adhering to DGS and ServiceNow standards and policies.

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20%	Documents designs, processes, standards, changes and enhancements using MS Word, ServiceNow, and other tools to ensure changes, standards and processes are clearly documented for ongoing maintenance and operations continuity.
20%	Assesses ServiceNow platform, portals, applications, catalog items and platform upgrades and evaluates if they meet the recommendations from ServiceNow for security best practices using ServiceNow published Security Office Tools in order to meet DGS Security expectations to ensure they adhere to DGS security standards and policies.
10%	Reviews ServiceNow security configurations and findings to identify key action items for remediation using the ServiceNow Secure Security Office tools and process recommendations in order to keep the platform and documentation secure and current; Performs periodic reviews of user groups and specialized or elevated privileges in the DGS ServiceNow platform and acts as a specialized liaison with the privacy and security offices in order to ensure a secure reliable technology environment, adhering to DGS standards and policies.
10%	Collaborates with other Software Developers, Architects, Testers, Analysts, and Business Partners in order to build secure and robust technical solutions and resolve application defects and impediments during ETS project planning, in order to ensure all project deliverables and deadlines are met utilizing ServiceNow best practice methodologies, standards, and procedures.
10%	Creates and maintains project management plans, schedules, status reports, user stories, and incident logs using project management software and application tools, templates, and best practices in order to inform executive management, project sponsors, and the development teams of project updates and milestones to ensure successful completion and implementation of complex development efforts.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION

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

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

DESIRABLE QUALIFICATIONS

ServiceNow Certifications, Waterfall and Agile SDLC experience

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
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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
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C & P APPROVED BY	DATE SIGNED
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