

DUTY STATEMENT

DS 3022 (1/2015)

**DEPARTMENT OF DEVELOPMENTAL SERVICES
INFORMATION TECHNOLOGY DIVISION
TECHNOLOGY BUSINESS MANAGEMENT OFFICE**

DUTY STATEMENT

JOB TITLE: Information Technology Specialist II**POSITION #:** 472-510-1414-006**WORKING TITLE:** Platform Administrator**EMPLOYEE:**

POSITION DESCRIPTION: Under general direction of the Information Technology Manager I, the incumbent serves as an expert level platform administrator utilizing their expert knowledge of data processing concepts, practices, methods and principles. Administers and provides leadership and technical expertise for ServiceNow, and is responsible for the development, configuration, and enhancement of the ServiceNow platform.

SUPERVISION EXERCISED: None.

SUPERVISION RECEIVED: Under the general direction of the Information Technology Manager I.

DOMAINS(S)	System Engineering:	critical skills
	Client Services:	moderate skills
	Software Engineering:	critical skills
	IT Project Management:	moderate skills
	Information Security Engineering:	moderate skills
	Business Technology Management:	basic skills

EXAMPLE OF DUTIES:Essential Job Functions:

- 35% 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 across the entire organization. Review proposed changes to ServiceNow and recommend approval or denial of changes. Provides production support and facilitate patches, updates, and configuration changes to ServiceNow. Perform software product/application installations, work closely with technical teams and customers to implement and maintain the platform infrastructure/architecture. Responsible for the technical specification and implementation of the ServiceNow integration.
- 35% Provide expertise on all technical questions related to the development of ServiceNow. Collaborates with the other ServiceNow admins 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. Leads requirement 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.

- 15% Design, build and maintain interfaces to other Department-hosted and cloud-based systems, applications and processes dependent on application processes and data. Work on customer requests to perform advanced level data configuration tasks using administration and configuration tools. Interact extensively with other support staff, vendors and customers in order to successfully complete the requests. Review system reports and dashboards for process health indicators and trends. Review work product of other ServiceNow developers to ensure consistency and accuracy.
- 10% 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. Mentor staff on newly implemented technologies.

Marginal Job Functions:

- 5% Occasional scheduled and/or unscheduled after hours work to perform updates and patches as necessary. Complete other required duties within the scope of the classification.

WORKING CONDITIONS: Open-spaced partition offices; Prolonged periods on a computer; This position is a hybrid, in-office/telework position, and may be subject to change. Incumbent can be required to report to the office, or any designated location at any time. Telework agreements can be modified and/or cancelled at any time.

DESIRABLE QUALIFICATIONS:

Knowledge of: Office 365, Microsoft Apps for Enterprise (formerly ProPlus), Azure, ServiceNow or other Ticketing Systems, Microsoft Exchange 2013 and above, Microsoft Server 2016 and above, Active Directory, Group Policy, Anti-Virus Software, Enterprise Backup Solutions, Patch Management, Mobile Device Management, Change Management, Incident Management, Service Request Management, and Asset Management.

Ability to: Be a team leader, provide excellent oral and written communication, manage project schedules, work independently with minimal assistance, stay current with the latest developments in software, develop technical documentation, adapt and manage multiple tasks and priorities, develop effective solutions, and communicate with users, team members and management effectively.

CERTIFICATION OR LICENSE: None.

Employee Name

Employee Signature

Date

Supervisor Name

Supervisor Signature

Date

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.