STATE OF CALIFORNIA - DEPARTMENT OF GENERAL SERVICES

DUTY STATEMENT

DGS OHR 907 (Rev. 7/2025)

☐ Current ☑ Proposed

RPA NUMBER	DGS DIVISION / OFFICE or CLIENT AGENCY	
31192	Enterprise Technology Solutions	
UNIT NAME	HEADQUARTER ADDRESS (example: 707 3rd Street, West Sacramento, CA 95605)	
ServiceNow	707 3rd Street, Third Floor, West Sacramento, CA 95605	
CIVIL SERVICE CLASSIFICATION	POSITION NUMBER	CBID
Information Technology Specialist II	306-072-1414-036	R01
POSITION ELIGIBLE FOR TELEWORK: ☑ Yes ☐ No	PROBATIONARY PERIOD ☐ 6 Months ☑ 12 Months ☐ N/A	WORK WEEK GROUP 2
WORK SCHEDULE (DAYS / HOURS)	TENURE	
Monday - Friday / 8:00 a.m. to 5:00 p.m.	Permanent	
WORKING TITLE	TIMEBASE	
Senior ServiceNow Developer	Full-Time	
DESIGNATED POSITION FOR CONFLICT OF INTEREST (COI): ☑ Yes ☐ No	BILINGUAL POSITION: ☐ Yes ☑ No LANGUAGE NEEDED: ☐ Verbal ☐ 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 general direction of the Information Technology (IT) Manager I, the IT Specialist II in the Department of General Services, Enterprise Technology Solutions in the Enterprise Services Section in the Software Engineering and System Engineering domains acts as a lead technical resource to develop, configure, maintain, support, and administer business solutions and information management through the ServiceNow platform.

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
35%	Coordinates complex requested integrations, workflows, and design in ServiceNow by collaborating with the ServiceNow functional team, developing, testing, and implementing system integrations and process automation, configuring and improving core and customer applications, and by performing complex analysis of system modules, design, coding, and integrating products; ensuring accurate integration, security and development of ServiceNow and optimal performance of the system using ServiceNow, SharePoint, Visio, Office 365, and other enterprise tools as needed.
30%	Administers and maintains the ServiceNow platform by monitoring the health, usage, and overall compliance of the system, performing installations, patching, and testing of updates, new releases, and system upgrades to ensure the security and integrity of the system using the ServiceNow, cloud-based ITSM platform, and other tools as needed.

PERCENTAGE	DESCRIPTION
20%	Makes strategic recommendations on critical components of the ServiceNow Platform using advanced knowledge and serves as a lead to oversee projects by developing, managing, and executing project plans, providing status updates and progress reports to management. Collaborates with cross-functional ETS units and develops clear and concise technical and process documentation for end-users, ETS staff, and business partners; ensuring system is fully documented and retains its full functionality and integrity. Researches, analyzes, and develops plans, and reviews work done by other developers to ensure adherence to best practices and ETS standards using ServiceNow, SharePoint, Visio, Office 365, and other enterprise tools as needed.Makes strategic recommendations on critical components of the ServiceNow Platform using advanced knowledge and serves as a lead to oversee projects by developing, managing, and executing project plans, providing status updates and progress reports to management. Collaborates with cross-functional ETS units and develops clear and concise technical and process documentation for end-users, ETS staff, and business partners; ensuring system is fully documented and retains its full functionality and integrity. Researches, analyzes, and develops plans, and reviews work done by other developers to ensure adherence to best practices and ETS standards using ServiceNow, SharePoint, Visio, Office 365, and other enterprise tools as needed.
10%	Provides assistance to users by researching and coordinating with other ETS staff, responding to requests/inquiries, and resolving the most complex service desk tickets, ensuring continued and uninterrupted operations of applications while meeting ETS' strategic goals and objectives, utilizing ServiceNow and other tools as needed.

MARGINAL FUNCTIONS

PERCENTAGE	DESCRIPTION
5%	Keeps skills current by participating in educational opportunities; reading professional publications; Attending educational workshops, networking with other IT personnel and vendors by participating in information technology organization forums in order to maintain knowledge of industry trends and practices, and enhance technical knowledge of other staff through training to ensure the sustainability of ETS.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

☐ Travel (Specify the percentage in the travel box below)

In accordance with the Statewide Telework Policy, will be required to report to the office as needed/required. The successful candidate must reside in California upon appointment.

DESIRABLE QUALIFICATIONS

☐ Current
☑ Proposed

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