Department of Health Care Access and Information
Duty Statement

Employee Name Vacant	**Organization** Office of Technology Services Infrastructure and Operations Branch ServiceNow Management Group
Position Number 441-175-1402-058	**Telework Option** Hybrid
Classification Information Technology Specialist I	**Working Title** ServiceNow/Timesheet Administrator
Supervision Exercised None	**Location** Sacramento
Conflict of Interest: Yes ☐ No ☒	**Fingerprint/Live Scan:** Yes ☐ No ☒
Revision Date May 2026	**Effective Date**

Mission and Vision

HCAI is a leader in collecting data and disseminating information about California's healthcare landscape, promoting an equitably distributed health workforce, and publishing valuable information. The Department accomplishes this work through five program areas: Affordability, Workforce, Data, Facilities, and Financing.

HCAI's mission is to expand access to quality, equitable, and affordable healthcare for all Californians by supporting high-value delivery systems, resilient health facilities and workforces, and actionable health information and strategies. Its vision is a healthier California where all individuals receive equitable, affordable, and high-quality care.

General Description

Under direction of the Information Technology Supervisor II of the ServiceNow Management Group (SMG), the ServiceNow/Timesheet Administrator performs technical work that supports the Department's electronic timesheet system and the ServiceNow platform. Work involves analyzing and resolving complex system issues by reviewing logs, data outputs, workflow behaviors, and integration points to identify root causes of errors or performance problems. The position configures and updates system components, develops and modifies ServiceNow workflows, business rules, and UI elements, and performs scripting in JavaScript, Regex, and CSS/HTML to address technical requirements or correct defects. Tasks include evaluating conflicting business processes, interpreting detailed requirements, validating system results, and determining the most appropriate technical approach within established guidelines. The role prepares technical documentation, coordinates with users and technical staff to clarify needs, and ensures that changes support complex business functions across multiple program areas.

Essential Job Functions

40% Development and Support
Support, maintain, and update the Department's electronic timesheet system by reviewing system issues, applying fixes, updating configuration settings, and preparing the system for releases as directed by the IT Supervisor II. Gather basic requirements, review proposed changes, and perform testing to ensure system accuracy and reliability. Support the ServiceNow platform by modifying workflows, updating forms and tables, configuring system components, and performing scripting tasks in JavaScript, Regex, and CSS/HTML as needed. Troubleshoot application issues, perform root-cause analysis, update technical documentation, and implement improvements that enhance performance and usability.

30% Systems Evaluation and Implementation
Assist with the evaluation and implementation of system changes by translating complex business needs into technical. Review security requirements for assigned work, coordinate technical details with internal specialists or vendors, and help prepare updates for deployment. Review conflicting requirements or constraints, apply structured analysis to identify feasible options, and recommend solutions that align with existing standards.

25% Technology Analysis and Consulting
Participate in reviewing current systems and plan upgrades or migrations from legacy tools to modern platforms. Research new or emerging technologies that could improve system performance, review open-source or commercial tools, and document findings for supervisor review. Provide technical input to project teams and staff on application issues, system enhancements, and technology implementation activities.

Marginal Job Functions

5% Perform other related duties as assigned, consistent with the classification and operational needs of the department.

Physical Demands

Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation.

Working Conditions

Requires use of computing devices and phones, frequent face-to-face contact with management, staff, consultants and the public, verbal, written and digital (e-mail) communication, extensive review, analysis and preparation of electronic and written documents, assessment of practical demonstrations, mobility to various areas of the Department, occasional travel and overnight stays to training/conferences or the Los Angeles field office may also be required, and work hours may deviate from core business hours based on the service requirements of the Department.

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Employee Statement

I have reviewed and discussed the duties and responsibilities of this position with my supervisor and have received a copy of this duty statement.

Employee Name	Employee Signature	Date Signed

Supervisor Statement

I have discussed the duties of this position with and have provided a copy of this duty statement to them.

Supervisor Name	Supervisor Signature	Date Signed