**Position Description**

<table>
<thead>
<tr>
<th>JOB ID:</th>
<th>8728</th>
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<tbody>
<tr>
<td>Position Number:</td>
<td>02015528</td>
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<td>UC Path Position #:</td>
<td>40210401</td>
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<tr>
<td>Dept:</td>
<td>ENT APPS &amp; INFRASTRUCTURE SVCS - 061419</td>
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<tr>
<td>Position:</td>
<td>ServiceNow Developer and Automation Specialist</td>
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<tr>
<td>Approved Payroll Title Code:</td>
<td>0652</td>
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<tr>
<td>Approved Payroll Title:</td>
<td>APPLICATIONS PROGR 4</td>
</tr>
<tr>
<td>Approved MSP Salary Grade:</td>
<td>MSP24</td>
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**POSITION DETAILS**

**Job Summary:**
Under the general direction of the ServiceNow Development Supervisor, this position serves as a developer and administrator for ServiceNow. This position will be responsible for the analysis, design, implementation, testing, and integration of ServiceNow. This position will also be responsible for ServiceNow process automation.

This position works with a high degree of decision-making autonomy and has a high campus impact as it supports business-critical applications and services.

<table>
<thead>
<tr>
<th>Campus Job Scope:</th>
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<tbody>
<tr>
<td>Department Specific Job Scope:</td>
<td>N/A</td>
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<tr>
<td>Positions Supervised:</td>
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**Essential Responsibilities:**
- Provide administration and development of business-critical SaaS applications, including ServiceNow.
- Analyze applications, business processes, and existing applications to determine source of reported bugs and needed enhancements.
- Design, implement and deploy code fixes and new application functions.
- Perform quality assurance testing needed to ensure that the production applications are sound and robust.
- Utilize automated load testing and web application security analysis tools.
- Write functional and detailed technical specifications for application code development.
- Establish and sustain Quality Control capability that tests and fixes application bugs, and adheres to the software development methodology.
- Participate in technical reviews of designs for code modification or custom extensions to core applications.
### 20% PROCESS AND SYSTEM AUTOMATION
- Review, improve, and design software development and business processes.
- Automate processes and functions where possible.
- Document processes and functions.

### 20% SYSTEMS ANALYSIS, SUPPORT, AND LEADERSHIP
- Provide technical support and leadership to SaaS infrastructure and developed applications (e.g., ServiceNow).
- Ensure system configuration and deployment procedures follow best practices.
- Resolve technical issues escalated by campus clients.

### 10% TECHNOLOGY RESEARCH AND DEVELOPMENT
- Maintain currency in languages, analytical techniques, and development methodologies. Learn new and emerging technologies by taking classes, attending conferences, and self-study.
- Participate in team research of application development tools, techniques, methodologies, technologies, and architectures. Evaluate vendor software for potential application to meeting campus needs by interacting with vendors and analyzing vendor software specifications and documentation.
- Attend conferences, classes, exhibits, professional groups, professional literature, and other sources of learning.
- Other duties as deemed necessary by management.

### Physical Demands:
- Sit for extended periods of time working at a computer terminal using a keyboard to enter and retrieve data.
- Read CRT and LED screens for extended periods of time.
- Lift and move equipment weighing up to 50 pounds.

### Work Environment:
- Occasional travel required. Travel between campus and off-campus locations.
- Work alternate, holiday, weekend or extended hours to meet peak workloads.
- Work in a semi-open, busy environment.
- Vacation is restricted during peak periods.
- Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.
- UC Davis is a smoke and tobacco free campus. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

### Background Check:
- Yes

### QUALIFICATIONS

#### Minimum Qualifications:
- Experience with systems analysis and data processing skills to translate manual operations to automated processes.
- Experience converting business requirements into technical specifications for large, multi-functional, web-based software applications that must integrate within a complex service architecture.
- Experience with technologies such as client/server technologies, web technologies (XML/XSL/XSD, X/HTML, AJAX, JavaScript, CSS, Web services such as SOAP/WSDL and REST), distributed computing concepts, application development
**Methodologies, and networking concepts.**

Experience with structured application development methodology in deploying technical solutions, utilizing other tools for design (e.g. Unified Modeling Language), application software version control and tracking (e.g. SVN and GIT), and code migration.

Experience defining hardware and software requirements for campus-wide, complex mission-critical systems, including test, staging, and production environments.

<table>
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<tr>
<th>Preferred Qualifications for Selection:</th>
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<td>Experience with the ServiceNow platform and ServiceNow development.</td>
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<td>Critical thinking skills to understand complex problems and develop solutions through the development of robust, web-based applications.</td>
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<td>Oral and written interpersonal communication skills to convey technical requirements to technical and non-technical audiences, and to work collaboratively with colleagues and stakeholders.</td>
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<td>Design experience for web-based software applications that must be robust, campus-wide with at least 99% up time availability.</td>
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<td>Experience with standard programming techniques including analysis, requirements gathering, design, data collection and preparation, coding, and testing.</td>
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<td>Skilled in building loosely-coupled, service-oriented distributed systems.</td>
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<td>Skilled in use of software packaging and release management processes; including utilizing issue tracking, release tracking, continuous integration and build artifact repository systems (e.g. Jira, Bamboo, Maven)</td>
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<td>Bachelor's in Computer Science or related field, or equivalent experience.</td>
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**Expectations**

Read and model the UC Davis Principles of Community.

Demonstrate personal and team accountability for results and projects.

Ability to think creatively and apply innovative concepts to problem resolution.

Communicate effectively with co-workers, effectively use computer equipment, and conduct productive meetings.

Model the key values of the organization, including: demonstration of integrity in the conduct of daily work; accountability for the safe-keeping of resources in the employee's care and custody; reliability and teamwork; attention to maintaining and expanding expertise in the functions of the position; and modeling commitment to the customer service in interactions with clients, co-workers and others. In both communication and conduct, interacting with clients, co-workers, and others in the workplace in a respectful, tactful, and effective manner.

Experience adhering to established guidelines and standards and to develop new guidelines as necessary.

Participate at conferences, classes, and exhibits, in addition to professional groups and associations. Subscribe to and read professional literature to stay abreast of changes and advances in application development software and methodologies.
Independently follow projects through to successful completion with a high degree of quality.