

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: SERVICENOW ADMINISTRATOR

BASIC FUNCTION:

Under the direction of the Manager - Network and Technology Support Services, leads the IT Service Management (ITSM) development and administration; plans, designs, customizes, updates, and maintains the ServiceNow application; provides training of associates on the ITSM application, performs requirements gathering and coordination for future developments; acts as a liaison with customers regarding their needs within the ITSM application, works with users to troubleshoot and resolve system issues; implements system improvements and upgrades; and participates as a responsible, cooperative, and positive team member.

REPRESENTATIVE DUTIES:

The following duties are examples of assignments performed by this classification. It is not a comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

Provides general support, administration, programming, design, development, delivery, and maintenance of the ServiceNow tool.

Performs system configuration tasks including developing catalog items, record generators, and workflows to automate various processes within the environment

Coordinates and implements platform upgrades and update sets, loads, promotes, and tests system changes through development instances and into production.

Performs a variety of advanced analytical tasks in support of the functional administration of the ServiceNow ITSM tool.

Manages, creates, configures, and maintains email notification processes for alerts and events within the system.

Participates in the selection, development, installation, and modification of ServiceNow enhancements; consults with users to identify current operating procedures, clarify program objectives, and determine data requirements; customizes user interfaces, dashboards, and reporting systems; participates in the creation and maintenance of technical documentation.

Monitors overall system health, usage, and compliance of the platform and acts as a liaison in the resolution of system problems; initiates, coordinates, and implements appropriate and corrective measures.

Maintains user tables and assigns user roles and permissions based on specific needs according to the principle of least privilege.

Supports the execution of the Configuration Management (CMDB) process, ensure it remains consistent with the ITSM strategy, and ensures coordination with all other IT processes.

Assists with IT services definition, data governance policy, and develops processes to manage, protect, and measure the ServiceNow Service.

Defines and manages UAT to ensure operational and IT deliverables meet the requirements of the organization.

Reviews and analyzes a variety of forms, documents, reports, data output, and record-keeping requirements.

Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops, and seminars as appropriate.

OTHER DUTIES:

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles, methods, and procedures applied in the ITIL framework.
System and ITSM core configurations in ServiceNow.
ServiceNow system administration and configuration.
ServiceNow workflows, update sets, service catalog items, and automated processes.
Principles of project management, incident management, and testing management.
Technical requirements development.
Information Technology Asset Management (ITAM).
Change Management.
Performance measurement and reporting within the ServiceNow platform.
Programming using Studio IDE, JavaScript, Java, HTML, CSS, JSON, Bootstrap, or XML.
Process and procedure development.
Project Management.
Proper English usage, punctuation, spelling, grammar, and sentence structure.
Interpersonal skills including tact, patience, and courtesy.

ABILITY TO:

Lead, guide and train associates on the various tools and applications in ServiceNow.
Provide reporting and report training in the ServiceNow instance.
Work with other content developers on various projects by gathering and documenting Request for Enhancement requirements.
Provide technical support services of moderate to advanced difficulty to the users of SCCOE and school districts.
Document technical and end-user problems and resolutions and follow a style guide in publishing technical support articles.
Express complex technical concepts effectively, both verbally and in writing.
Work well with people from different disciplines with varying degrees of technical experience.
Write clear instructions for users with varying levels of computer literacy.

Work effectively with guidance from more experienced technical staff.
Maintain records and documents.
Establish and maintain effective work relationships with those contacted in the performance of required job duties.
Provide excellent customer service.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Associate’s degree in computer science, information systems or closely related field and five years of related experience in the development, maintenance, installation, configuration, and upgrades of an IT service management platform.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver’s license.
A driving record that meets the SCCOE’s insurance requirements.
Preference may be given to individuals who hold one or more of the following certifications: ITL 4, ServiceNow Fundamentals certificate.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.
Evening or variable hours.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information and make presentations.
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to perform assigned activities.
Sitting for extended periods of time.
Bending at the waist, kneeling, or crouching.
Lift, carry, or move objects weighing up to 25 pounds.

Approved by the Personnel Commission: August 11, 2021

Marisa Perry
Director – HR/Classified Personnel Services

Date: 08/11/21