



Classification: Information Technology Specialist I

Working Title: ServiceNow Administrator

Tenure and Time Base: Permanent, Full-Time

Posted: 12/18/18

Salary: A - \$5,118.00 - \$6,859.00

B - \$5,628.00 - \$7,543.00

C - \$6,179.00 - \$8,280.00

Not Your Average State Agency

The California Student Aid Commission (CSAC) is the principal state agency responsible for administering \$2 billion dollars in financial aid programs for students attending public and private universities, colleges, and vocational schools in California. Our Mission is to make education beyond high school financially accessible to all Californians.

We are located in Rancho Cordova, in a great office complex near Zinfandel and Hwy. 50. There is plenty of parking and it is free!

Not Your Average IT Shop

Can you work under pressure and come up with innovative solutions to new problems? Are you willing to work in a small team and push everyone to be the best that they can be? Do you love learning new things and expanding your knowledge? If so, the Information Technology Services Division (ITSD) IT Support Section Team might be the right fit for you.

About the System you'll support

The Grant Delivery System is comprised of 17 applications, the oldest of which was developed 30 years ago. The Application Services Manager and team, with the help of other ITSD units, maintain and enhance these applications. The CSAC is currently taking part in the State's new IT project approval process (PAL). Upon completion, the CSAC will begin the Grant Delivery System Modernization Project which will provide a NEW fully integrated system. The Application Services Manager will be a big part of the project team!

Highlights of the Job

Under the general supervision of the Information Technology Supervisor II and the CSAC ITSD Operations Branch Manager, the incumbent works independently as a high-level technical administrator on the CSAC enterprise service management tool, ServiceNow.

This position also performs more complex information technology system administrative activities. Maintains and supports the Commission's network infrastructure as necessary; performs complex analytical studies and activities on ServiceNow, and other complex information technology systems, projects and/or CSAC networks/systems. Must have the ability to work on complex information technology systems problems, analyze and identify system issues and recommend solutions. May act as project leader or participate with others on complex IT studies with a broad scope.

Minimum Qualifications

<http://www.calhr.ca.gov/state-hr-professionals/Pages/1400.aspx>.

Preferred Qualifications

- Experience working with ServiceNow
- Three or more years of experience leading, developing, and testing ServiceNow solutions

- Three or more years of hands-on experience with ServiceNow components such as Service Catalog, Incident, Problem, Change, Asset, Release, Knowledge, Performance Analytics etc.
- Working knowledge of the IT Operations Management (ITOM) suite of capabilities, to include MID deployment, Discovery, CMDB, Orchestration, Event Management, Operations Intelligence, Service Mapping, etc.
- Excellent knowledge of ServiceNow best practices and ongoing knowledge of latest ServiceNow features.
- Strong understanding of ITSM processes based on ITIL v3.
- Experience with Web Technologies (JavaScript, HTML, CSS)
- Certified ServiceNow Administrator.
- Certified ServiceNow Developer.
- Certified in ITIL v3 Foundation.
- Background in Java Scripting, XML, HTML, AJAX, CSS, JSON, PERL scripting, REST, and/or SOAP
- API experience
- Experience in Change and Release Management
- Experience developing, implementing and managing processes, procedures and policies
- Ability to write scripts in common scripting languages including JavaScript, Python, Ruby or Bash
- Ability to work alone or as part of the team
- Strong customer service and interpersonal skills
- Genuine desire to learn
- Experience with and an understanding of relational databases
- Experience with jQuery, Jelly, Bootstrap and Angular JS framework
- Understanding and experience using ITIL, ITAM and ITSM
- Good customer service communication skills and able to work in a team environment
- Developed problem-solving and analytical skills and abilities
- Strong written and verbal communication skills
- Ability to set deadlines and consistently meet them
- Experience planning, implementing, verifying, troubleshooting, and documenting enterprise service management activities
- Strong technical skills, attention to detail, and consistent follow-through
- A willingness to learn new things and embrace change
- An ability to communicate with individuals with all levels of technical and non-technical abilities
- An ability to understand and carry out instructions furnished in written, oral, or diagram form
- Must have excellent customer service skills, and have strong problem-solving skills
- Must have the technical aptitude to learn, apply and solve technological challenges, and in some cases develop solutions to resolve an end user's obstacle
- Exhibit excellent interpersonal skills with all levels of the organization
- Customer-Focused – Identifies the common purpose from a wide range of internal and external stakeholders.
- Problem Solving Abilities – Working with others generates a surplus of ideas that create value for shareholders, customers and employees.
- Priority Setting Skills – Correctly justifies which projects to pursue or not. Builds business cases that enable decision makers to make the appropriate investment of resources.
- Results-Oriented – Ability to gets the job done regardless of obstacles that occur.
- Personal Learning Initiative – Leads cross-functional review sessions that produce high-leverage learnings use to build organizational capability.
- Excellent writing skills for generating clear, concise release notes and documentation.
- Ability to work independently, with limited supervision, on projects of varying complexity

Who Should Apply

Applicants must have current list eligibility for appointment to this class, currently a State employee who has transfer eligibility (transfers must meet the minimum qualifications for the advertised class, per CCR Rule 250), or currently in an Information Technology Specialist I position. Other methods of appointments will be considered, including Training & Development (T&D) Assignments. Applications will be screened and only those that best meet the requirements of the job will be considered. Appointment is subject to SROA/Surplus

provisions. SROA and Surplus candidates are encouraged to apply. Surplus candidates must submit a copy of their surplus status letter.

All applicants, regardless of the type of eligibility, must meet the Minimum Qualifications of the classification. To view the Minimum Qualifications, please go to <http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx> and enter the classification code or classification title you wish to review. In addition, please attach all required supporting documents (i.e. transcripts/diploma, license, and/or required certificate) to your application.

Eligibility is determined by the completed information on your Std. 678 and/or résumés; please ensure applications and/or résumés contain completed information or your application may not be accepted.

How to Apply/Final Filing Date

Please reference **RPA #18-042, JC #138427, Position #270-701-1402-XXX, Information Technology Specialist I/ServiceNow Admin**, in the 'Job Title' section on the application, Std. 678. Please clearly state basis for eligibility on your application (i.e., SROA, Surplus, Re-employment, reinstatement, transfer, list eligibility, or Training & Development Assignment). College transcripts may need to be submitted with your application, to verify the educational requirements of the class, if applicable. Please refer to the "minimum qualifications" to determine whether transcripts may be needed. Applications **will not** be accepted by fax or email.

Electronic submission of applications and résumés, through your CalCareer account at www.jobs.ca.gov, is preferred and will be accepted **Until Filled**. If you need assistance with the electronic application process, please contact the Personnel Office by email at Personnel@csac.ca.gov.

You may also submit your application and résumé by mail or in person to:

CA Student Aid Commission
P.O. Box 3210
Rancho Cordova, CA 95741-3210
Attn: HR-Recruitment

CA Student Aid Commission
11040 White Rock Rd.
Rancho Cordova, CA 95670
Attn: HR-Recruitment

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF AGE, ANCESTRY, COLOR, EXERCISING THE RIGHT TO FAMILY CARE AND MEDICAL LEAVE, DISABILITY (MENTAL AND PHYSICAL), GENDER, GENDER IDENTITY OR EXPRESSION, GENETIC INFORMATION, MARITAL STATUS, MEDICAL CONDITION, MILITARY OR VETERAN STATUS, NATIONAL ORIGIN, POLITICAL AFFILIATION, RACE, RELIGIOUS CREED, SEX (INCLUDES PREGNANCY, CHILD BIRTH, BREASTFEEDING AND RELATED MEDICAL CONDITIONS), OR SEXUAL ORIENTATION OF ANY PERSON.

IT IS THE OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG FREE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE. THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.



CALIFORNIA STUDENT AID COMMISSION

DUTY STATEMENT

I. Position Identification:

Employee Name:	Vacant
Classification:	Information Technology Specialist I
Working Title:	ServiceNow Administrator
Position Number:	270-701-1402-XXX
Location:	11040 White Rock Rd. Rancho Cordova, CA 95670
License/Other Requirement:	N/A
Date Prepared:	11/15/18
Effective Date:	TBD

Function: *(Summary of Responsibilities)*

Under the general supervision of the Information Technology Supervisor II and the CSAC ITSD Operations Branch Manager, the Information Technology Specialist I (ITS I) serves as the lead and expert CSAC Enterprise Service Management (ServiceNow) System Administrator. The ITS I work alongside all CSAC IT and business teams to insure the successful end to end management of the CSAC Enterprise Service Management Program utilizing ServiceNow.

The **ServiceNow Administrator** is responsible for assuring the stability and performance of the ServiceNow platform for CSAC. This position has primary responsibility for system maintenance, upgrades, user management, fulfillment of administrative tasks, and performing upkeep of existing solutions. The ServiceNow Administrator must be able to prioritize their day-to-day activities given overarching guidance, own issues from start to finish, and practice proactive communication within a collaborative agile team. This position provides financial benefits to CSAC through improved quality, productivity, efficiency, and customer experience.

IT Domains Used:

- Business Technology Management
- Client Services
- Information Security Engineering
- Information Technology Project Management
- Software Engineering
- System Engineering

Reporting Relationships:

Reports directly to: The Information Technology Supervisor II, under general supervision of the IT Support Services Section, IT Operations Branch, Information Technology Services Division (ITSD).

II. Program Identification:

The California Student Aid Commission is responsible for administering financial aid programs for students attending public and private universities, colleges, and vocational schools in California. The Commission's central mission is to make education beyond high school financially accessible to all Californians.

As a valued member of the Information Technology Services Division team, you make it possible for the California Student Aid Commission (CSAC) to improve by providing expert level consultation, being innovative, resourceful, and flexible, reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly, and with respect. Your efforts are important to each member of the team, as well as the students and schools we serve.

III. Essential and Non-Essential Job Functions:

Essential Functions:

Candidates must be able to perform the following functions with or without reasonable accommodations.

- *Exists to perform the function*
- *Limited numbers of employees available to perform function*
- *Highly specialized function*
- *Removal of function would fundamentally alter the job*
- *Must be able to perform with or without reasonable accommodation*

45% Responsible for performing the day-to-day support, administration, and maintenance of the ServiceNow platform. Facilitate and support the roll out of new applications and enhancements in ServiceNow. Manage ServiceNow version updates and new releases including, but not limited to, testing, documentation, user training, and implementation.

Responsible for working collaboratively with CSAC Enterprise Teams to enhance automated collection of configuration data. Work with CSAC Teams to understand enterprise processes and requirements and translate them into ServiceNow technical specifications in direct support of ServiceNow mapping activities.

The ServiceNow Administrator is responsible for:

- Using organizational skills to determine prioritization and multitasking appropriately with little to no direction from management.
- Focusing efforts on scope, tone, and quality of processes and respective documentation, as well as the associated goals, priorities, deadlines, and opportunities for improvement.
- Performing necessary and timely follow-up, escalating appropriately if necessary.
- Utilizing strong analytical capabilities coupled with business acumen to proactively solve problems facing the CSAC.

Roles and Responsibilities as the ServiceNow Administrator include:

- Performing day-to-day administration of the ServiceNow system, including making approved changes to process and work flows.
- Performing ServiceNow implementation tasks including but not limited to: configuration, integration, testing, requirements gathering and solution design.
- Working with business users to identify and refine business requirements and workflows.
- Developing systems integrations and process automation– fully utilizing the platform’s workflow capabilities.
- Providing administrative support to the ServiceNow user base.
- Monitor and optimize the health, usage, and overall compliance of the ServiceNow platform.
- Identify system deficiencies and divergences from best practice within the production instance.
- Coordinate & execute platform upgrades & maintenance.
- Perform upkeep on existing solutions (e.g. business rules, UI policies, client scripts, ACLs, workflows, dashboard & reporting, data imports, service catalog development, etc.).
- Provide after hours and on-call support, as needed.
- Advise teams on design, development and overall best practice configuration of ServiceNow.
- Assist with the design and configuration of new solutions in ServiceNow.

30%

Forms, Workflows, User Interfaces, Business Rules, Policies

Responsible for supporting the creation, configuration and troubleshooting of Forms, Workflows, Interfaces, Business Rules, UI Policies, UI Actions, Client Scripts, ACLs, Notifications, UI Pages, UI Macros, Scripts and Formatters. This includes documented processes and management of ServiceNow knowledge base.

Reports, Metrics and Dashboards

Create ServiceNow reports and dashboards. Perform operational support including security management, scheduling, error recovery, patching, upgrading, monitoring, change/incident/release management. Responsible for performing root cause analysis and resolution for ServiceNow and reporting out to various audiences.

Customer Centric Delivery of Services

Responsible for prompt response to customer needs and consistently employ a customer-centric approach to problem solving. Continuously solicit internal/external customer feedback to improve services. Respond in a timely manner to requests for services and assistance. Identify opportunities for solutions to improve efficiencies and reduce redundancy and waste.

Integration Management

Responsible for leading and management of the CSAC system integrations with the ServiceNow platform. Develop, configure, and improve core applications within the CSAC Enterprise ServiceNow platform working closely with the CSAC Implementation and Functional Management Teams in a fast-paced agile environment.

Asset Management

Responsible for supporting all activities associated with asset management within ServiceNow. Responsible for configuration, implementation, management, and training of the ServiceNow Asset Management Program.

Change Management

Responsible for working closely with the CSAC Change Control Board (CCB) within the established CSAC Change Control Program (CCP) Program. Actively contribute to and participate in the CSAC Release Management Program. Responsible for ensuring the changes to ServiceNow are communicated well and managed in a rational and predictable manner. Responsible for following and adhering to established change control and release management procedures.

ServiceNow Service Desk Support

Responsible for providing ServiceNow first, second and third level support as appropriate. Responsible for ServiceNow system daily review including performance, capacity planning and preventive maintenance. Monitor, control, and manage ServiceNow system security level in accordance with access management and security management policies and procedures.

Workgroups

Actively participate in community and State ServiceNow work and support groups.

Projects

Provides senior project management support and provides prototypes for new ServiceNow functionality being considered by the CSAC enterprise. Assist in ensuring new ServiceNow projects are defined, developed, tested, documented, and implemented following quality standards and scheduled time lines.

Participate and facilitate quality assurance peer reviews of all ServiceNow project management documentation, business requirements, use cases, user stories, technical specifications, and test documentation and presentation materials to ensure that the documents meet the project management and/or Systems Development Life Cycle (SDLC) methodology standards. Ensure that the information presented is accurate and interpreted correctly.

Develops and monitors ServiceNow project success metrics. Conducts lessons learned following the close of ServiceNow projects. Coordinate with other CSAC Managers and Supervisors to obtain the status of ServiceNow projects or programs. Prepare and deliver status reports and presentations on ServiceNow to various audiences.

ServiceNow Vendor Management

Manage ServiceNow related contractors/vendors to produce and ensure contract deliverables are timely, meet the contractual obligations and are under cost thresholds. Analyze, review, evaluate, select, and approve vendor proposals. Evaluate and monitor vendor for performance.

20%

Responsible for delivery of stellar customer service. Responsible for ensuring team delivery of stellar customer service. Understand and utilize effective customer relationship management principles, policies, processes, and procedures. At all times, ensure customer service and customer relations are priority. Assist in establishing and employ processes and procedures that support effective and efficient customer services and support. Assist in training staff on effective customer service techniques and best practices.

Lead and actively support and participate in CSAC organizational change management activities. Understand and adherence to all CSAC and State security policies, processes and procedures. Actively support CSAC asset management activities.

Support the development and growth of information technology service management in the ITS Division

using the Information Technology Infrastructure Library (ITIL) framework to improve the delivery of services and information to our internal and external stakeholders. Identify and develop continuous process improvement initiatives. Actively contribute to the development and administration of Enterprise Services projects, policies, procedures, and standards.

Responsible for developing efficient and effective policies, processes, procedures and communications to support a foundational enterprise services program that assists in ensuring successful completion of all enterprise projects, governance, change management and production support programs/projects/efforts.

Actively facilitates cross-functional workgroups/teams to effectively meet the goals and objectives in support of the CSAC mission. Ensure effective communication and collaboration among teams and establishes processes and procedures which support this effort. Responsible for providing presentations, executive summaries and meeting management to CSAC Executive Management as needed. Responsible for forward thinking and future planning to effectively establish accurate activities and tasks to meet future program expectations.

Responsible for working independently to create complex documents, letters, emails, memos and other correspondence to communicate with other department staff, other state agencies and/or public using correct grammar, spelling and syntax. Conduct comprehensive research and analysis to support reports, project summaries, proposed legislation reviews to comply with legislative mandates, complete assigned work and help ensure CSAC meets its goals and/or fulfills its mission. Must communicate technical concepts to non-technical audiences. Responsible for development and delivery of a variety of presentations to various audiences.

Non-Essential Functions:

- *Secondary to essential functions*
- *Function is a minimal part of the job*
- *Make up remaining duties of the position*
- *Can be absorbed by another staff person*

5% Other duties as required.

IV. ADA Requirement:

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job due to a disability covered under the Americans with Disabilities Act

V. Physical Requirements:

Ability to operate and utilize office machines required to perform work tasks, such as copiers, faxes, calculators, personal computer, etc. These job duties may require the incumbent to work under demanding conditions and irregular hours during peak periods. Requires sitting for long periods of time while using a personal computer or reviewing documents and working papers.

Duties require the incumbent to sit for extended periods of time to operate a computer; sit, stand, speak, see and hear presentations and participate and/or facilitate meetings, conferences and workshops; frequent keyboard entry, telephone; grasp and handle papers, small objects and large manuals; reach to file above shoulder level; bend/stoop to file below waist level; and occasionally lift up to ten pounds. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

VI. Working Conditions:

Employee's work is to be performed within an office environment, and is equipped with standard or ergonomic office equipment, as needed. Attend meetings in designated conference rooms and be willing to travel to off-site meeting locations. The work environment is fast-paced and requires considerable flexibility in managing time, priorities, and assignments. It can be demanding and/or stressful.

Work Environment Requirements:

- Professional business attire
 - Required to carry a mobile device and be available by phone and/or email
 - Requires periodic off-shift and weekend work
 - Travel is required to attend meetings, conferences and training
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VII. Attendance:

Must maintain regular and acceptable attendance. This position is subject to on call and standby time and periodic off-shift, weekend work. This position is work week group "E" which is exempted from coverage under the Fair Labor Standards Act (FLSA). A work week group "E" or salaried employee does not receive overtime compensation and may be required to work specific hours to provide services when deemed necessary by management. Employees who are excluded from FLSA shall not charge paid leave for absences of less than whole day increments or docked for absences of less than a whole day.

VIII. Signature

By signing this document, I acknowledge that I have read and understand all the requirements and information above and will receive a copy of this Duty Statement.

Applicant/Employee Certification of Essential Functions: I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the HR Office).

Professional Conduct: As an employee of the CA Student Aid Commission, I shall conduct business in a professional and ethical manner by demonstrating integrity, honesty, good judgement, courtesy, and respect at all times. I shall be sensitive to, and responsible for, the efficient, economical, and legal implementation of all business operations.

Employee Signature

Date

Supervisor Signature

Date

*Duties of this position are subject to change and may be revised as needed or required.