

**DUTY STATEMENT**

DGS OHR 907 (Rev. 09/2022)

RPA NUMBER 27825	DGS OFFICE or CLIENT AGENCY Enterprise Technology Solutions	
UNIT NAME ServiceNow	REPORTING LOCATION 707 3rd Street, Third Floor, West Sacramento, CA 95605	
SCHEDULE (DAYS / HOURS) Monday-Friday/ 8:00 a.m. to 5:00 p.m.	POSITION NUMBER 306-072-1402-102	CBID R01
CLASS TITLE Information Technology Specialist I	WORKING TITLE ServiceNow Developer	
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 the direction of the Information Technology (IT) Supervisor II, the IT Specialist I 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 technical resource to develop, configure, maintain, support, and administer business solutions and information management through the ServiceNow platform.

**SPECIAL REQUIREMENTS**  Conflict of Interest  Medical Evaluation  Background Evaluation  Background Evaluation FTB  Office Technician (Typing)

**Conflict of Interest**

This position is designated under the Conflict of Interest Code. The position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment.

**ESSENTIAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
35%	Coordinates 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 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.
20%	Participates in ITSM projects by executing project plans, providing status updates to management, collaborating with cross-functional ETS units, and developing clear and concise technical documentation for end-users, ETS staff, and business partners; that deliverables are met, and that the system retains its full functionality and integrity, using ServiceNow, SharePoint, Office 365, and other enterprise tools as needed."
10%	Develops, refines, and implements policies, processes, procedures, and standards for ETS technical staff to ensure consistent timely support and operations for Service Now and other enterprise business solutions administration by contributing to the planning of the overall organizational IT

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 Current Proposed

PERCENTAGE	DESCRIPTION
	strategy, using Office 365, IT industry trends, industry and state standards and other Enterprise Services related tools.

**MARGINAL FUNCTIONS**

PERCENTAGE	DESCRIPTION
5%	Provides technical assistance to end 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 the ServiceNow, cloud-based ITSM platform, and other tools as needed.

**WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS**

This position is Hybrid and eligible for telework up to three (3) days a week, in accordance with the Statewide Telework Policy, and will be required to report to the office as needed/required. The successful candidate must reside in California upon appointment.

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 with my supervisor and understand the duties of the position and have received a copy of the duty statement.*

EMPLOYEE NAME	EMPLOYEE SIGNATURE	DATE SIGNED

*I have discussed the duties of the position with the employee and certify the duty statement is an accurate description of the essential functions of the position.*

SUPERVISOR NAME	SUPERVISOR SIGNATURE	DATE SIGNED