

DUTY STATEMENT☒ **CURRENT**☒ **PROPOSED**

RPA Number: 25-OEIM-244	Classification Title: Information Technology Specialist I	Position Number: 810-250-1402-017
Incumbent Name:	Working Title: ServiceNow Engineer	Effective Date:
Tenure: Permanent	Time Base: Full-Time	Intermittent Hours Per Month:
Division/Office: DTSC/Office of Environmental Information Management	Section/Unit: Enterprise Technology Solutions / Cloud Application Development Services Unit	Reporting Location: Headquarters
Supervisor's Name: Bini Mukundan Visalakshy	Supervisor's Classification: Information Technology Manager I	CBID: R01
Confidential Designation: <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	Designated Position for Conflict of Interest: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Position Telework Eligible: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Supervision Exercised: <input checked="" type="checkbox"/> None <input type="checkbox"/> Lead <input type="checkbox"/> Managerial <input type="checkbox"/> Supervisory		

Human Resources Use Only:**HR Analyst Approval**

HR Analyst Name	HR Analyst Signature	Date
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General Statement

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing if both appropriate) in dealing with the public and/or other employees; develop and maintain knowledge and skill related to specific tasks, methodologies, materials, tools and equipment; complete assignments in a timely and efficient manner; and adhere to department policies and procedures regarding attendance, leave, and conduct.

Equity Statement

The Department of Toxic Substances Control (DTSC) values diversity, equity, and inclusion throughout the organization. We foster an environment where employees from a variety of backgrounds, cultures, and personal experiences are welcomed and can thrive. We believe the diversity of our employees is essential to inspiring innovative solutions. Together we further our mission to protect California's people and environment from harmful effects of toxic substances by restoring contaminated resources, enforcing hazardous waste laws, reducing hazardous waste generation, and encouraging the manufacture of chemically safer products.

Position Description

Under the general supervision of the Information Technology manager I (ITM I), the Information Technology Specialist I independently performs programming and analysis work. The incumbent also participates with other programmer analysts on projects of a very complex nature or unusually broad

scope. The incumbent performs the following duties that include, but are not limited to:

Essential Functions (Including percentage of time):

40%	<p><u>System Administration</u> Serve as a functional administrator for ServiceNow using a high degree of independence and technical expertise in assisting customers with defining and identifying their business needs. Participate in regular Stakeholder meetings to discuss upcoming changes and issues to ServiceNow to ensure adherence to DTSC governance standards. Review proposed changes to ServiceNow and recommend approval or denial of changes. Provides production support and facilitates patches, updates, and configuration changes to ServiceNow.</p>
30%	<p><u>Development</u> Provide expertise on all technical questions related to the development of ServiceNow. Support the Cloud Application Development Services Unit with researching, implementing, and developing a wide range of applications/modules within the ServiceNow platform as well as configuring custom integrations with other IT application services within the organization. Conduct requirements gathering sessions with customers to accurately design and implement workflows, edit workflows and ensure adherence to appropriate approvals and fulfillment. Independently and/or in coordination with a Business Analyst, conduct analysis and documentation of current AS-IS to define To-Be process for implementation. Responsible for the technical specification and implementation of the ServiceNow integration</p>
15%	<p><u>Data and Reporting</u> Partner with Data Owners, Stakeholders and Leadership to ensure the system of record remains complete, accurate and is maintained according to published guidelines. Conduct data quality analysis, provide recommendations to address data quality issues and manage the implementation of approved recommendations. Produce and publish dashboards, reports and ad-hoc data extracts as required based on user requests and stakeholder needs in support of DTSC needs and other related activities. Review system reports and dashboards for process health indicators and trends.</p>
10%	<p><u>User Training</u> Maintains user training materials for ServiceNow. Assists in the coordination, development, and facilitation of training on ServiceNow. Responsible for conducting formal and informal training sessions with business and technical end users.</p>
5%	<p><u>Administrative Duties</u> Performs administrative duties including, but not limited to: adheres to Department policies, rules, and procedures; submits administrative requests including leave, overtime, travel, and training in a timely and appropriate manner; accurately reports time in the Daily Log system and submits timesheets by the due date</p>

Typical Physical Conditions/Demands:

The incumbent primarily works on a desktop computer in a cubicle environment in a high-rise office building in downtown Sacramento. The incumbent may occasionally be required to work in a climate-controlled computer room. The incumbent will work with sensitive, confidential information and may work on controversial assignments. The incumbent may occasionally: attend meetings, public hearings, and workshops to complete projects and work assignments, some of which may be outside of normal working hours. The incumbent may be required to travel occasionally. The incumbent may be required to work overtime when necessary.

Typical Working Conditions:

This position requires the ability to reason logically and creatively; develop and evaluate alternatives, analyze data and effectively communicate ideas and information; and effectively gain and maintain the confidence and cooperation of those contacted during the course of work. The incumbent must exhibit punctuality and dependability in executing the duties of this position. Knowledge and skill in the Systems Development Life Cycle (SDLC) as it applies to information technology, business process re-

engineering, and administering and supporting enterprise systems are required. The incumbent must have good customer service skills and work well with others in a team environment.

Special Requirements of Position (Check all that apply):

- ☐ Duties performed may require pre-employment and/ or routine screenings (background/criminal/fingerprint clearance, drug testing, fingerprinting, physical, etc.).
- ☐ Duties require participation in the DMV Pull Notice Program.
- ☐ Performs other duties requiring high physical demand. (Explain below)
- ☐ Requires repetitive movement of heavy objects and/or operation of heavy machinery or motorized vehicles.
- ☐ Other (Explain below)

Explanation:

Supervisor Statement

I certify this duty statement represents an accurate description of the essential functions of this position. I have discussed the duties of this position with the employee and provided the employee a copy of this duty statement.

Supervisor Name	Supervisor Signature	Date

Employee Statement

I have discussed these duties with my supervisor and have been provided a copy of this duty statement. I certify I have read, understand, and can perform the duties of this position either with or without reasonable accommodation*.

**A Reasonable accommodation is any modification or adjustment made to a job, work environment, or employment practice or process that enables an individual with a disability or medical condition to perform the essential functions of his or her job or to enjoy an equal employment opportunity. (If you believe reasonable accommodation is necessary, check yes. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with the Reasonable Accommodation Coordinator.)*

Do you need a reasonable accommodation to perform the essential functions of this position? ☐ YES ☐ NO

Employee Name	Employee Signature	Date