SAN DIEGO COUNTY OFFICE OF EDUCATION

Personnel Commission

CLASS TITLE: **ServiceNow Developer, Grade 071**

DEFINITION:

Under general direction, the ServiceNow Developer enhances the functionality, develops, and implements enhancements to the San Diego County Office of Education (SDCOE) ServiceNow system to request and approve access to business applications and fulfillment of access requests, for the purpose of aligning IT services to the business needs of the organization.

DIVERSITY STATEMENT:

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

REPRESENTATIVE DUTIES:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description i not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

ESSENTIAL FUNCTIONS:

Designs, develops, and implements ITIL processes, IT service management (ITSM), IT asset management (ITAM), Service Asset and Configuration Management (SACM), and Knowledge, Demand and release processes within the ServiceNow platform.

Develops ServiceNow software solutions and Service Portal pages using JavaScript, AngularJS, and Bootstrap.

Creates scripts to automate tasks being done in ServiceNow using scripting tools and ServiceNow functionality.

Designs and develops extensions to the ServiceNow data model in support of requirements towards configuration management databases (CMDB), service asset and configuration management (SACM), and other modules.

Reviews and revises design for usability, testing scenarios, and test cases to ensure system quality.

Performs system and integration testing with sample and live data in a variety of environments.

Works with end users to review test results to ensure system functionality is as expected.

Coordinates scheduling and execution of software releases, product upgrades, and new technology deployments.

Performs integrations and process automation using ServiceNow orchestration.

Loads, manipulates, and maintains data between the ServiceNow platform and other SDCOE systems.

Assists in assigning work and monitoring the systems, development, programming or other technical staff to ensure effective and timely project completion.

Facilitates meetings to discuss project progress.

Provides training and acts as a resource for other programming staff regarding a comprehensive information system and its associated subsystems.

Provides user training.

Monitors and evaluates efficiency of daily application usage and annual and cyclical processes, and initiates improvements as necessary.

Maintains current knowledge of applicable rules, laws and regulations, and formulates computer systems requirements based on legal, mandated and requested changes.

Prepares system-level and user program documentation.

Designs input and output formats and forms.

Prepares and maintains system and program history data.

Prepares instructions and manuals for users.

NON-ESSENTIAL FUNCTIONS:

Performs related duties as assigned.

CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:

None

EDUCATION AND EXPERIENCE:

A combination of education and experience equivalent to a bachelor's degree in computer science, information systems, or related field, and three (3) years' experience in software development and configuration is required, including hands on experience in implementations and/or migrations to the ServiceNow platform, and experience developing customized portal web pages in ServiceNow. Certification in ITIL Functional, ITIL Practitioner, ITIL Service Manager, or ITIL v3 is highly desirable.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Through knowledge of system and ITSM core configurations in ServiceNow

Studio IDE

JavaScript, Java, HTML, CSS, JSON, Bootstrap, and XML.

Secure software development, database management systems and standards

Principles of project management, incident management, and testing management

ABILITY TO:

Translate business needs into system requirements

Determine if an application is a good fit with ServiceNow's platform capability

Provide customer focused leadership and collaboration to all projects.

Make effective technical presentations to individuals and groups

Troubleshoot issues through logical analysis and devise creative and effective solutions

Establish rapport and build effective working relationships

Communicate effectively and persuasively orally and in writing

Apply strategic thinking to deliver innovative and efficient solutions

Organize and prioritize work

Exercise appropriate judgment in making decisions

Maintain confidentiality of information

Demonstrate attendance sufficient to complete the duties of the position as required

WORKING CONDITIONS & PHYSICAL ABILITIES:

Duties are performed in an office setting.

Must be able to hear and speak to exchange information; see to perform assigned duties; sit for extended periods of time; possess dexterity of hands and fingers to operate a computer keyboard and other equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects.

Established	Approved by the Personnel Commission	Revised	FLSA Status	Job Code	Salary Grade
03/2019	March 20, 2019	06/2021	Non-Exempt		Classified Support Grade 71