

Position Description



ServiceNOW Software Developer

Business Systems & Information

Reporting to Program Director Process Automation

Position Purpose

Responsible for the design, configuration, and development of solutions in ServiceNow that are fit for purpose and meet expected ROI. The ServiceNow Software developer will work closely with customer product owners to understand, educate, and support their ongoing needs related to the process they are looking to model and automate; and put safety first.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Support IT Service Strategy and implement ServiceNOW Road map of products and capabilities, ensuring upgrades, plugins, patching, clones and releases of new ServiceNow updates are implemented in a timely manner.
4. Work with application SMEs and stakeholders to identify their requirements and collaborate with other ServiceNow Developers to analyse problems and develop solutions to customer requests through a wide variety of ServiceNow applications and capabilities. This may include creation of reports and dashboards
5. Configure application UI, form, workflow and integrations as required
6. Monitor health, usage and overall compliance of ServiceNow and its applications.
7. Maintain and develop automated test cases and scripts for ServiceNOW products using ServiceNow's Automated Test Framework solution.
8. Support and Troubleshoot ServiceNow based Applications and Systems including account/group administration, perform root cause analysis for incidents, propose options, recommendations and implement solutions.

9. Load, manipulate and maintain data between ServiceNow and other systems.
10. Conduct technical training and lead functional and process workshops with stakeholders, including knowledge transfer sessions.
11. Provide expertise on all technical questions and application configuration questions related to ServiceNow development, including advice on ServiceNow process and development best practices to internal resources and customers.
12. Support and administer ServiceNow at a Level 2&3 capacity, ensuring detailed documentation on all completed work

Key Challenges

- Deliver effective development outcomes against the pressures of time, cost and quality
- Transforming team members' and senior managers' thinking paradigm to one that is focused quality processes to contribute towards commerciality, efficiency, prioritising value add activities and eliminating waste.
- Developing and inculcating the new WaterNSW culture

Significant Internal Relationships

Stakeholder	Purpose of Relationship
<ul style="list-style-type: none"> • BS&I Program Director - Process Automation 	<ul style="list-style-type: none"> • Strategic direction and performance management
<ul style="list-style-type: none"> • BS&I Corporate and Customer Systems Manager 	<ul style="list-style-type: none"> • Service Performance Management
<ul style="list-style-type: none"> • Customer Product Owners 	<ul style="list-style-type: none"> • Provide guidance and work collaboratively to achieve desired results

Significant External Relationships

Stakeholder	Purpose of Relationship
N/A	

Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies

People	Level

<ul style="list-style-type: none"> Driving Performance 	A	<ul style="list-style-type: none"> Communicates clear expectations about what is required Conducts regular one on one meetings to provide regular feedback on work progress Is quick to initiate constructive conversations in relation to performance Actively listens to understand before responding
<ul style="list-style-type: none"> Communicating with Influence 	B	<ul style="list-style-type: none"> Tailors communication to suit the audience and uses a range of influencing techniques to build support Supports messages with relevant examples, demonstrations and stories Communicates issues clearly with different audiences Handles challenging questions confidently and constructively

Customer	Level	
<ul style="list-style-type: none"> Collaboration & Engagement with Customers and Stakeholders 	A	<ul style="list-style-type: none"> Builds effective and positive relationships with customers and stakeholders Understands customer and stakeholder needs Forms strong relationships with immediate networks to achieve results
<ul style="list-style-type: none"> Partnering & Advice 	C	<ul style="list-style-type: none"> Consider broader purpose and the long-term context of the customer when providing advice Provides sophisticated and value adding insights for customers Assists customers to explore new ideas and to navigate the road ahead

Business	Level	
<ul style="list-style-type: none"> Analysis and Problem Solving 	B	<ul style="list-style-type: none"> Defines the extent and cause of the problem through observation and investigation Knows when and how to source and use additional information to effectively diagnose the problem and determine suitable solutions.

		<ul style="list-style-type: none"> • Considers all possible solutions and seeks input from subject matter experts where appropriate • Takes necessary action to implement the identified solution
<ul style="list-style-type: none"> • Planning & Delivering Results 	B	<ul style="list-style-type: none"> • Manages expectations and accepts accountability for deadlines, budget and outcomes • Delivers consistently to plans and focuses on the achievement of results despite obstacles • Implements quality assurance practices to ensure projects and activities are delivered to required standards. • Initiates action without prompting

Mandatory Candidate Requirements

Qualifications:

- Bachelor's degree in Information Technology/Computer Science or equivalent professional experience.
- ServiceNow System Administrator & Developer Certification
- ITIL Service Management Foundation certification
- Current NSW Drivers Licence

Knowledge:

- Extensive knowledge of ServiceNow's Product Suite – including Service Catalog, ITSM, Change, Incident, Problem, Request Management & CMDB
- Knowledge of Industry Development Frameworks, Procedures and Best Practices
- Knowledge of Software Development lifecycle and DevOps
- Knowledge of Agile frameworks and tools including Scrum, Kanban, Lean, Safe and others including the ability to accurately Estimate development efforts and identify delivery risks
- Knowledge of Web Services integrations (SOAP, REST & scripted API)

Experience:

- Extensive experience in ServiceNOW implementations and configuration including Service Catalog, ITSM, Change, Incident, Problem, Request Management and CMDB
- Experience integrating ServiceNow with third-party tools including API integrations
- Extensive experience with common web technologies and networking HTML, AJAX, Jelly, CSS, jQuery, Bootstrap and AngularJS frameworks

- Experience with Agile/Scrum methodology, with participation in the full software development life cycle: Analysis, Design, Coding, Testing and promotion into Production
- Excellent technical and communication skills and a strong personal commitment to quality service
- Ability to work independently or with a team and multi-task in a fast-paced environment

Favourable Candidate Requirements

- Extensive knowledge of ServiceNow's Product Suite ITAM, ITOM, CSM, Facilities, Safe Workplace Suite, SAM and Knowledge Management
- ServiceNOW Administration, Developer or Implementation Specialist Training or Certification(s)
- Hands-on experience in automating business processes through scripting and utilising ServiceNow platform capabilities.
- Experience integrating third party applications into ServiceNow for reporting and workflow purposes.
- Experience in managing changes to production and non-production environments.
- Demonstrated experience working with developers across multiple product teams
- Experience working in BAU and an understanding of service delivery processes.
- Excellent technical writing abilities

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical – office based
- Police Check