

POSITION DESCRIPTION



THE UNIVERSITY OF
MELBOURNE

Business Services
Chief Operating Officer Portfolio

ServiceNow Technical Developer

POSITION NUMBER	0048127
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 7 - \$96,002 - \$103,921 per annum (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Jatin Kohli Tel +61 466 659 624 Email jatin.kohli@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Advancing Melbourne', at <https://about.unimelb.edu.au/strategy/advancing-melbourne>

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation's evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for the University's budget and financial performance, and the management of its property and capital.

The COO Portfolio is comprised of six sub-portfolios covering all areas of our operations, including the newly established Operational Performance group. This has been established to drive and manage a program of operational improvement and service transformation, underpinned by contemporary business insights, data modelling, predictive analytics, digital tools, and service planning.

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

BUSINESS SERVICES

Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of the University.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion, and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the Advancing Melbourne strategy that addresses diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Advancing Melbourne.

ABOUT THE ROLE

Position Purpose:

Reporting to the ServiceNow Technical Lead, the ServiceNow Technical Developer will be part of ServiceNow team.

The ServiceNow platform as implemented at the University of Melbourne is a strategic enterprise service management platform for gaining access to University services.

Under the broad direction of the ServiceNow Technical Lead and as a scrum team member, you will be responsible for estimating work effort, the design and development of ServiceNow applications, maintenance of the ServiceNow platform and provide support for all applications on ServiceNow platform, including bespoke extensions.

Reporting line: ServiceNow Technical Lead

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: #

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Moderate

Judgement: Moderate

Operational context: University wide

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

- Estimating and executing assigned workload for ServiceNow development and support including triage, analysis, service restoration, request fulfilment, defect fixing and minor enhancements on ServiceNow platform and all applications as per documented service level agreements.
- Assisting ServiceNow upgrades, releases, patches & hot fixes across ServiceNow production and non-production environments according to the implemented SDLC best practice framework ensuring environments are controlled and auditable throughout the development and testing cycles.
- Providing platform and application monitoring, preventative maintenance as well as continuous improvement to meet high levels of client satisfaction KPIs.
- Developing business rules, client scripts (JavaScript), UI actions, form sections, notification events, workflows & catalogue in ServiceNow platform to meet the business requirements following agreed best practice standards and version control of the code.
- Responsible for developing and enhancing University ServiceNow Service Portal/s capabilities.
- Working closely with your scrum team, other teams within the ServiceNow Solutions team along with other teams across the broader University to provide inputs into planning, architecture, design and development of complex applications on ServiceNow platform and its integration with systems across a variety of technologies
- Assessing, understanding and documenting the impact of application change to production services, integration points and components.
- Responsible for creation of change requests and software release packages required to achieve successful application deliveries while ensuring that the principles, policies, product standards for the development team are followed.
- Keeping knowledge artefacts required for the support and maintenance of new, enhanced and changed application software up to date.

- Educating and training fellow team members on the administration and maintenance of the changed software.
- Work collaboratively with fellow scrum team mates, to estimate work effort, sprint planning and ensuring the team achieves its sprint goals

Selection Criteria:

Education/Qualifications

1. The appointee will have ServiceNow Certified Application Developer with an appropriate tertiary qualification or an equivalent combination of relevant experience and education/training

Knowledge and skills:

2. Deep functional and technical knowledge of ServiceNow platform as well as experience delivering large-scale ServiceNow implementations.
3. Proven developer experience in large organisations
4. Experience in developing business rules, UI actions, form sections, notification events, client scripts (JavaScript) including AngularJS (Web application framework) on Service Now platform.
5. Experience in enterprise application software development including analysis, design, development, testing, implementation, documentation and support - a thorough understanding of the SDLC.
6. Strong knowledge of system design and development used within Service Oriented architecture and web services integration such as XML, API Technologies (REST/SPML/SOAP), HTML.
7. Knowledge of information systems support practices and ITIL across a wide range of enterprise information systems and related technologies.
8. Experience in Agile & DEVOPS software development management, Continuous Integration and Quality Assurance practices.
9. Excellent problem analysis, root cause diagnosis, and solving skills, with the ability to analyse production incidents and lead and work effectively as part of a team of experts to resolve multi-functional problems.
10. Demonstrate an ability to communicate effectively across all levels of the organisation, adapt to change, and high degrees of initiative to meet service expectations, and handle multiple assignments to meet competing deadlines.
11. Strong evidence of customer focus and relationship management is essential for this role as the incumbent is representing Infrastructure Services to the wider University and be organised, detail oriented and accurate, and be adept at working independently and as a team player.

Other job related information:

Rostered and occasional work out of ordinary hours during upgrades and production releases.