

POSITION DESCRIPTION



Business Services
Chief Operating Officer Portfolio

ServiceNow Technical Lead

POSITION NUMBER	0041167
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	UOM 10 - \$149,670 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 466659624 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

ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey.

We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country.

We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

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, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

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 functions relating to the University's finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.

The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- 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 University's People Strategy 2015-2020 and policies that address 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 Growing Esteem.

ABOUT THE ROLE

Position Purpose:

The ServiceNow Technical Lead will lead the architectural management of the ServiceNow platform. The role will be pivotal in ensuring ServiceNow design and implementation decisions are technically sound, feasible, manageable and are in line with the broader roadmaps and priorities.

This position will be part of the ServiceNow Solutions Team and work closely with fellow team resources, including Product Manager, Product Owners and Development Teams. This role will work closely with other parts of University Services, particularly Enterprise Architecture to ensure ServiceNow development is sound and aligns to the objectives of the University.

As the ServiceNow Technical Lead, this role will also provide mentorship and development oversight of fellow ServiceNow developers to ensure developers are following best practice standards and processes.

Reporting line: ServiceNow Solutions Manager

No. of direct reports: 6

No of indirect reports: 0

Direct budget accountability: \$0

Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Extensive

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:

Role Accountabilities across all domains:

- To offer thought leadership on the optimal design and implementation approach for the ServiceNow platform, the focus should be on strategic alignment, robust architecture, seamless integration, effective governance, and continuous improvement.

- Serve as the primary technical authority for the ServiceNow platform, providing a single decision point for all technical matters, including platform architecture, integration, and interfacing technologies.
- Ensure that the high-level design of the platform and its solutions are thoroughly documented, providing a clear reference for development, maintenance, and future enhancements, while promoting transparency and alignment across teams.
- Ensure that robust platform governance, development practices, and processes are established and maintained, providing clear guidance and support for developers, analysts, and testers to promote consistency, quality, and efficiency in platform development.
- Lead the effort estimation process for potential incoming work, providing accurate assessments of time, resources, and complexity to ensure effective planning and allocation of development efforts.
- Possess a deep understanding of the functionality of current and upcoming ServiceNow releases, and how to effectively design and implement them to meet the specific needs of the University.
- Ensure the ServiceNow platform is current and maintained as per the agreed maintenance plan.
- Maintain good practice release management and environment management controls.
- Analyze the impact of new requirements and implement controls to ensure the appropriate technical solution is selected and effectively utilized in delivering the business solution. This ensures alignment with organizational goals and minimizes potential risks.
- Lead technical governance in collaboration with the Development Team, guiding the implementation of improvements and initiatives while considering the broader organizational landscape, business strategy, and governance requirements.
- Provide mentorship and leadership to a team of ServiceNow developers, fostering their growth and guiding them in best practices to ensure successful platform development and implementation.
- Collaborate closely with Product Managers, Product Owners, Development Teams, architects, stakeholders, and SMEs to gain a deep understanding of operational challenges, architectural considerations (such as major initiatives and organizational changes), as well as the broader organizational roadmaps and priorities.
- Actively participate as a member of the ServiceNow Program Team to analyze, investigate, and prioritize the program backlog, ensuring alignment with organizational goals and effective delivery of key initiative.
- Participate in the impact assessment of changes to the ServiceNow platform, evaluating the potential effects on existing processes, integrations, and architecture to ensure informed decision-making and minimize risks.

Selection Criteria:

Education/Qualifications

1. The appointee will have:
 - a. Postgraduate qualifications and extensive relevant experience

- b. ServiceNow Certified Application Developer (or above) certification
- c. ITIL qualifications with service management experience in an operational environment
- d. Agile certification will be highly advantageous

Knowledge and Skills

2. Strong experience working as a ServiceNow technical authority in a large organization.
3. Extensive experience in designing ServiceNow solutions across the platform to address specific business requirements, ensuring alignment with organizational goals. This includes creating tailored workflows, custom applications, and integrations that enhance efficiency and deliver measurable business value.
4. Extensive experience in implementing and integrating complex information systems, ensuring seamless functionality, optimized data flow, and alignment with organizational goals and requirements.
5. Deep functional and technical knowledge of ServiceNow, including extensive experience with large-scale ServiceNow implementations.
6. Proven track record of establishing ServiceNow as an enterprise service management platform and development platform for custom applications across various service areas, including IT, HR, and Finance.
7. Extensive experience in enterprise application software development, encompassing all stages of the Software Development Life Cycle (SDLC) such as analysis, design, development, testing, implementation, documentation, and support.
8. Must have deep understanding of best practices and methodologies to ensure the delivery of high-quality, scalable solutions.
9. Proficient in JavaScript, including expertise in AngularJS as a web application framework on the ServiceNow platform. This experience includes developing and customizing user interfaces, enhancing functionality, and building dynamic, responsive applications that meet complex business needs.
10. Extensive experience working within an Agile environment, utilizing practices that enable continuous delivery and value-based prioritization of work.
11. Proven experience in release, environment, and configuration management, ensuring smooth deployments, system stability, and seamless transitions across development, testing, and production environments, while adhering to best practices.
12. Demonstrated success in establishing best practice governance frameworks and processes to effectively manage and control platform development, ensuring consistency, compliance, and alignment with organizational objectives.
13. Proven leader and mentor of development teams, guiding both junior and senior developers to enhance their skills, foster collaboration, and deliver high-quality solutions.
14. Proven ability to communicate effectively across all levels of the organization, adapt to change, and take initiative to meet service expectations. Skilled in managing multiple assignments and meeting competing deadlines efficiently.

Other job-related information:

- This role will be expected to occasionally work out of ordinary hours.
- This position requires the incumbent hold a current and valid Working with Children Check. The University of Melbourne is dedicated to safeguarding the welfare of all community members, especially those most vulnerable. As part of our commitment to child safety and in line with the Victorian Child Safe Standards, this position will be required to hold a valid Employee WWCC, regardless of where in the University an employee may work or what work they do.