**JOB DESCRIPTION**

**Developer - ServiceNow**

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are imaginative, respectful, compassionate and bold.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

This Developer role is to bring strong in-house capabilities in the areas of ServiceNow Development, integration and platform administration. The person will be involved in end-to-end design and development of solutions aligning to the Uniting ITSC technology roadmap.

To ensure quality solutions are delivered to the business in a consistent manner, this role is required to contribute and adhere to a common integration framework and development process using the industry best practices.

When required, this role is expected to: write technical specification documents; liaise with vendors; perform operational support and mentor other junior developers.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the ServiceNow continuous delivery team in the Digital Technology department through the following:

* Overall IT experience of 7-10 years. Have 4-5 years of development experience in ServiceNow.
* Solid development experience in Virtual Agent implementation with NLU is a must. Any experience of Generative AI implementation with Virtual Agent will be appreciated.
* Development experience in ServiceNow integration with MS Teams.
* Development experience in ServiceNow ITSM, Service Request/catalogue, Employee Centre/Portal and HRSD modules.
* Able to work independently with business. Understand Virtual agent conversations from business, document the business/technical flow and develop them for business review and feedback.
* Experience of working within Agile and monthly sprint cycles.
* Build and configure Out of the box and custom solutions on the ServiceNow Platform – process, estimation, design and development (90%).
* Contribute to the Implementation of Centre of Excellence - frameworks, processes, standards, guidelines, blueprints and best practices (10%).
* Assist (if required) on Operational support (3rd level).
* Focus implementation of product releases by working with the BAU team and SME’s to design data, system and functional changes.
* Contribute towards the efficiency and effectiveness of the BAU team.
* Contribute to ensure releases are delivered on time, and of a high standard/quality.
* Execute update set deployments to test and production and follow change management procedures.
* Coordinate and perform/assist upgrades.
* Participate in your team’s operating rhythm and provide progress updates through agreed forums and channels.
* Possessing ServiceNow developer certification (CAD) will be a plus.
* Help to foster a Centre of Excellence in the ServiceNow platform across various business domains following industry best practices.
* Actively promoting safe work practices in the workplace during all activities consistent with Uniting’s policies and comply with all WH&S legislation, policies and procedures.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

# **ABOUT YOU IN THE ROLE**

**Your classification:** Non-Award

**Your directorate:** Finance IT and Property

**You’ll report to:** ServiceNow Platform Manager

**Your key relationships:**

ITSC staff, Change Management Team, Business Subject Matter Experts, Employee Services Hub Support Team, Vendors, Business end users.

# **YOUR KEY CAPABILITIES**

**Individual leadership**

* **UX mindset** – apply a user experience mindset in everything you do
* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a ‘can-do’ attitude to levels of excellence. Business user focussed and eager to learn.
* **Perseverance** – Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work –** Sets achievable timeframes and works to complete assigned tasks and duties on time.

**Business Acumen**

* **Organisational Operation –** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives –** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

* ServiceNow or equivalent qualifications.

**Experience:**

Typically, this role will require 4-5 or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Demonstrates extensive knowledge in ServiceNow platform across ITSM HR service Delivery and Virtual Agent.
* Demonstrates knowledge and experience in a Scrum Agile environment.
* Demonstrate experience in continuous software integration.
* Demonstrates experience in application development frameworks, test driven development, mocking tools and code coverage.
* Demonstrates experience in performance tuning and code profiling.
* Demonstrates solid understanding in Object Oriented Principle and Design Patterns.
* Demonstrates experience in end-to-end delivery of solutions and good understanding of Application Life Cycle Management.
* Demonstrates ability in data modelling and Information modelling.
* Demonstrate experience in providing solution estimates by using various estimation techniques.
* Demonstrates ability to translate business requirements into technical specifications.
* Demonstrates ability to identify and recommend Quality of Service requirements as part of the solutions.
* Demonstrates experience in BAU and is able to identify improvements and incorporate them in short to long term planning.

**Even better:**

* Graduate or post graduate studies in a related field.
* Exposure to HR and IT service designs.
* Exposure to Jira administration.

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| **Employee Name:** |       | **Managers Name:****Title** |            |
| **Date:** |       | **Date:** |       |
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