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| **Position Description** |

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| **Senior ServiceNow Developer** | |
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| **Position No:** | 50144728 |
| **Department:** | Professional Services |
| **Division/School:** | Information Services |
| **Campus/Location:** | Bundoora |
| **Classification:** | Higher Education Officer Level 8 (HEO8) |
| **Employment Type:** | Full-Time |
| **Position Supervisor:**  **Number:** | Senior Manager, Applications Services - Corporate  50145653 |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits> |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

**For enquiries only contact:**

Latrobe Human Resources Department.

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| **Position Description** |

**Senior ServiceNow Developer**

**Position Context**

"As trusted digital thought leaders we connect and enable the University Community to advance learning, teaching and research"

With the University Community at the centre of everything we do, Information Services (IS) is focused on creating and sustaining an innovative information technology culture as one dynamic team. IS consistently engages with our customers delivering value through service performance, continuous improvement and transformational project based outcomes. The La Trobe Cultural Qualities of being innovative, accountable, connected and caring are fundamental to engaging and empowering our people.

The Professional Services department within Information Services is responsible for all IS based business services delivering outcomes to the Office of the Vice Chancellor and Administrative Services of the University, this includes Office of VC, Office of VP Strategy and Development, the Office of the CFOO, inclusive Community Engagement, Marketing, HR, Planning and Governance, Finance, I&O and Student Services & Administration.

The department is responsible for the implementation, development and maintenance of Information Services and Systems such as Enterprise Resource Planning, Business Intelligence, Student Management, Content Management Systems, Customer Relationship Management and Marketing technologies. The department works closely with the Office of the CTO and Projects and Business Transformation department to further advance the services provided and, with IS Enterprise Services, to ensure that capacity and service availability meet business needs.

The department develops and maintains the overall program plan of change activities across the portfolio, including proactive engagement to identify business opportunities through the utilisation of both current and emerging technologies.

Each Application Services team is accountable for managing and coordinating defect resolution, enhancements and significant changes for their designated suite of business services and applications. They will collaborate with key stakeholder groups, and delivery partners, to implement system fixes or enhancements that fully address client needs, continually improving and enhancing the capabilities and effectiveness of La Trobe's systems and processes.

**Duties at this level may include:**

* Develop business rules, client scripts (JavaScript), UI actions, form sections, notification events, workflows & catalogue items in ServiceNow platform to meet the business requirements, following agreed best practice standards and version control of the code.
* Develop plans that educates, trains, and upskills fellow team members on the support and maintenance of the ServiceNow platform.
* Offers support to the team in times of high pressure, seeking guidance and assistance as required.
* Estimating and delivering ServiceNow customer demand for development, support, triage, analysis, service restoration, request fulfilment, defect fixing and enhancements on ServiceNow platform and all applications as per SLA.
* Managing and coordinating all ServiceNow upgrades, releases, patches & hot fixes across ServiceNow production and non-production.
* Conduct 2nd and 3rd level support role and actively participate in incident, defect and problem resolution to prevent incident reoccurrence and minimise the impact on the business.
* Participate in analysis, design, testing, deployment and post implementation phases of projects affecting the application suite.
* For enhancements and significant changes, develop functional, security and data specifications translated from business requirements, user stories and/or acceptance criteria.
* When required, analyse, design, create and assign appropriate security access and roles to users with particular attention to application security and compliance activities in various systems.
* Coordinate and guide testing activities with testers to ensure achievement of the requirements.
* Create and maintain all system and procedural documentation.
* Liaise with vendors, ensuring their work is delivered according to agreed service levels.
* Support go-live readiness, conducting production verification testing and handover and transistion to support.
* Work with other IS teams and vendors to ensure currency of the required application instances and environments (e.g. latest patches applied).
* For specific defects and minor enhancements be responsible for ensuring the required fix or change is seen through to. This would include coordinating implementation to the required environments, complying with change control procedures and escalating any breaches of service levels agreements.
* Where required, seek guidance and technical expert advice from the manager and Senior Functional Analyst - Enterprise, on the more complex technical issues and matters encountered in carry out the duties of the role.
* Understanding the whole of University context and supporting the CIO and IS leadership in executing assigned initiatives, taking the needs of others into account.
* Role modelling the La Trobe values and Cultural Qualities, holding themselves and others accountable for demonstrating targeted behaviours.
* Improving own professional capability and expertise through appropriate development and/or professional activities in alignment with La Trobe's Career Success framework.
* Contributes to determining team or individual workflow and activity scheduling in order to meet targets.
* Responding flexibly to changing circumstances.
* Ensuring that divisional processes, practices and standards are adhered to when executing assigned activities.
* Communicates clearly and ensures information pertaining to performance, risks and issues is communicated to leadership when outside the influence of own role.
* Instituting personal reflection and evaluation practices to drive a continuous model of personal improvement.
* Continually review and improve processes within own work area and within the scope of the role.
* Interacting with all stakeholders including managers, peers, team members and colleagues as customers, as defined within the University Customer Service Charter.
* Undertake other general duties as required, that are commensurate with the level of the role.

**Key Selection Criteria may include:**

* A degree with substantial extension of the theories and principles, learned through experience; or a range of management experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
* Must have developer/coding experience within the ServiceNow platform. Applicants without this will not be considered.
* Seasoned ServiceNow developer with extensive experience in XML, API Technologies (REST/SPML/SOAP), HTML, business rules, UI actions, form sections, notification events, client scripts (JavaScript) including AngularJS (Web application framework) on the Service Now platform.
* Extensive functional and technical knowledge of ServiceNow platform as well as experience delivering large-scale ServiceNow implementations.
* A ServiceNow Certified Application Developer.
* Proven developer experience in large corporate organisations
* Demonstrated experience of project delivery methodologies, such as waterfall and Agile
* Ability to lead a significantly complex piece of analysis work and collaborate with business and technology stakeholders in the development of operational processes and technical requirements, with experience in soliciting and documentation of functional specifications and data requirements.
* Demonstrated experience of working in an ITIL framework.
* Proven ability to apply theoretical knowledge or expertise to bring together diverse (and sometimes conflicting) information to solve problems.
* Demonstrated organisation, problem solving and negotiation skills, with an ability to coordinate several different streams of work concurrently and take a proactive role in applying proven techniques to solve problems affecting the division and more broadly the University.
* Demonstrated high level of self-motivation and personal management skills.
* Excellent written and oral communication and interpersonal skills, especially the capacity to work collaboratively and cooperatively in small teams and ability to develop excellent working relationships with colleagues, students and other stakeholders.

**Essential Compliance Requirements**

To hold this La Trobe University position the occupant must:

* hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
* take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

**Position Flexibility**

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

**La Trobe Cultural Qualities**

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

* *We are* ***Connected****:* We connect to the world outside — the students and communities we serve, both locally and globally.
* *We are* ***Innovative****:* We tackle the big issues of our time to transform the lives of our students and society.
* *We are* ***Accountable:*** We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
* *We* ***Care:*** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: Date: