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| **Position Description** |

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| **ServiceNow Developer** |
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| **Position No:** | 50144728 |
| **Department:** | Technology Platforms and Development |
| **Division/School:** | Information Services |
| **Campus/Location:** | Bundoora |
| **Classification:** | Higher Education Officer Level 8 (HEO8) |
| **Employment Type:** | Full time, continuing  |
| **Position Supervisor:** **Number:** | Senior Manager, Platforms Manager 50148581  |
| **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** |

**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 Technology platforms and development 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:**

* Demonstrated experience developing in ServiceNow (or similar), particularly JavaScript and AngularJS
* Design, architect, deliver and support ServiceNow Modules including, but not limited to ITSM, CSM, ITBM, ITOM CMDB, SAM, HAM, PPM, Orchestration and automation workflows using ServiceNow.
* Demonstrated experience in UI/UX design, and general web design principles
* Development of application components/workflows to integrate with other Business Systems
* Application development to meet user requirements, including UI and workflow components
* Experience across ongoing configuration changes for notifications, forms, user records, list views & catalogue items, user administraton and secuirity best practices in ServiceNow
* Hands-on experience in Incident, Problem, Change, Knowledge Management, Service Level Management, Service Catalog, Release Management, Asset Management, CMDB, Event Management, Orchestration, Active Directory integration, B2B Integration, BOT integration, ERP integration and Virtual Agent.
* Service Now ATF framework and web application test automation
* 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.

**Key Selection Criteria may include:**

* Must have developer/coding experience within the ServiceNow platform
* Seasoned ServiceNow developer with extensive experience in XML, API Technologies (REST/SPML/SOAP), HTML, business rules, UI actions, form sections, notification events, client and server side scripting (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.

**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: