THE UNIVERSITY OF
MELBOURNE

Enterprise Technology
Chief Operating Officer Portfolio, Business Services

Senior ServiceNow Technical Consultant/Developer

POSITION NO	0047032
CLASSIFICATION	UOM8
SALARY	$108,009 - $116,906 p.a (pro rata for part-time)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full-time
BASIS OF EMPLOYMENT	Continuing
OTHER BENEFITS	https://about.unimelb.edu.au/careers/staff-benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers, select the relevant option ('Current Opportunities' or 'Jobs available to current staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Jatin Kohli Tel +61 466 659 624 Email jatin.kohli@unimelb.edu.au *Please do not send your application to this contact*

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

Position Summary

Reporting to the ServiceNow Technical Lead, the Senior ServiceNow Technical Consultant / Developer will be part of ServiceNow Solutions team within Enterprise Technology.

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 the ServiceNow platform, including bespoke extensions.

Reporting line: ServiceNow Technical Lead

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: #

1. Key Responsibilities

- Estimating and executing assigned workload for ServiceNow development and support including triage, analysis, service restoration, request fulfilment, defect fixing and enhancements on the ServiceNow platform and all applications as per documented service level agreements.

- Involved in designing the technical solution and helping technical/functional lead to prepare platform wide solutions.

- Managing and coordinating all 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 items in the 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 the 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.

- Working collaboratively with fellow scrum team mates, to estimate work effort, sprint planning and ensuring the team achieves its sprint goals

2. Selection Criteria

2.1 ESSENTIAL

- ServiceNow Certified Application Developer with an appropriate tertiary qualification and/or equivalent mix of education/training and relevant experience.

- Deep functional and technical knowledge of the ServiceNow platform as well as experience delivering large-scale ServiceNow implementations.

- Extensive and proven developer experience in large organisations

- Experience in developing business rules, UI actions, form sections, notification events, client scripts (JavaScript) including AngularJS (Web application framework) on Service Now platform.

- Experience in IT Asset management (CMDB) implementation/maintenance will be an add on. Should have knowledge for the acquisition, deployment, tracking & securing various asset classes.

- Extensive experience in enterprise application software development including analysis, design, development, testing, implementation, documentation and support - a thorough understanding of the SDLC.

- 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.

- Knowledge of information systems support practices and ITIL across a wide range of enterprise information systems and related technologies.

- Experience in release management, environment management and configuration management.

- Experience in Agile & DEVOPS software development management, Continuous Integration and Quality Assurance practices.

- 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.

- Proven 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.

- Strong evidence of customer focus and relationship management is essential for this role as the incumbent is representing Enterprise Technology to the wider University and be organised, detail oriented and accurate, and be adept at working independently and as a team player.

2.2 OTHER JOB RELATED INFORMATION

- Occasional work out of ordinary hours, travel, etc.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

Expected to work under broad direction of the ServiceNow Technical Lead and as a scrum team member.

3.2 PROBLEM SOLVING AND JUDGEMENT

You will be expected to have analytical problem solving skills and the ability to make effective judgements to help unblock issues.

3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

You will have proven professional experience working in large complex organisations, preferably in the educational sector.

3.4 RESOURCE MANAGEMENT

You will be expected to be able to help the scrum team plan and commit to achieving sprint goals. You will be expected to be able to prioritise and schedule your allocated work effectively.

3.5 BREADTH OF THE POSITION

You will provide not only your developer capability and skills, but also ability to estimate work, design ServiceNow applications as well as maintain the platform and provide support for all applications on the ServiceNow platform.

4. 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.

5. Occupational Health and Safety (OHS)

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.

OHS responsibilities applicable to positions are published at:

https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. Other Information

6.1 ORGANISATION UNIT

Enterprise Technology

6.2 BUDGET DIVISION

Chief Operating Officer Portfolio, Business Services

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

Further information about working at The University of Melbourne is available at http://about.unimelb.edu.au/careers

6.4 ADVANCING MELBOURNE

The University's strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University's commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.

We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.

We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.

We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne's academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.

6.5 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at https://about.unimelb.edu.au/strategy/governance