



POSITION DESCRIPTION

Infrastructure Services
University Services

Senior ServiceNow Technical Consultant / Developer

POSITION NO	0046605
PROFESSIONAL CLASSIFICATION STANDARD	PCS 8
SALARY	\$99,199 - \$ 107,370 p.a.
SUPERANNUATION	Employer contribution of 9.5%
EMPLOYMENT TYPE	Full-time (1 FTE) (12 month Fixed Term) position
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
CURRENT OCCUPANT	New
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , under 'Job Search and Job Alerts', select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Shafeeq Ahamed Tel +61 3 8344 1285 Email shafeeq.ahamed@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 websites:

about.unimelb.edu.au/careers
joining.unimelb.edu.au

Position Summary

Reporting to the ServiceNow Technical / Development Lead, the Senior ServiceNow Technical Consultant / Developer will be part of ServiceNow Solutions within Infrastructure Services portfolio of University Services.

ServiceNow platform as implemented at the University of Melbourne is a strategic enterprise service management platform for staff needing to access service and support from University Services.

Under the broad direction of the ServiceNow Technical / Development Lead, the incumbent will be responsible for Design and Development of ServiceNow applications, maintenance of the ServiceNow platform and provide support for all applications on ServiceNow platform, including bespoke extensions.

1. Selection Criteria

1.1 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 ServiceNow platform as well as experience delivering large-scale ServiceNow implementations.
- ▶ Experience in developing business rules, UI actions, form sections, notification events, client scripts (JavaScript) including AngularJS (Web application framework) on Service Now platform.
- ▶ Extensive experience in enterprise application software development including analysis, design, development, testing, implementation, documentation and support - a thorough understanding of the SDLC.
- ▶ Knowledge of information systems support practices and ITIL across a wide range of enterprise information systems and related technologies.
- ▶ 2-3 years of 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.
- ▶ Demonstrate 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 Infrastructure Services to the wider University and be organised, detail oriented and accurate, and be adept at working independently and as a team player.

1.2 DESIRABLE

- ▶ Proven ability to thrive in a changing and fast paced environment.

2. Special Requirements

University Services is strongly committed to a set of values and behaviours and regards these as integral to improving services and organisational growth. University Services seeks to have employees who:

- ▶ Technically minded individuals, adept to new technologies.
- ▶ Demonstrate innovation and agility.
- ▶ Work and collaborate to achieve common goals.
- ▶ Incumbent may be required to work outside of normal work hours and be on call.

3. Key Responsibilities

- ▶ Execution of the assigned workload for 3rd level technical support including triage, analysis, service restoration, request fulfilment, defect fixing and minor enhancements on ServiceNow platform and applications as per documented service level agreements.
- ▶ 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.
- ▶ Assisting process owners in writing specification documents for creating new catalogue items (forms) and workflows in ServiceNow enabling automation of tedious processes.
- ▶ Developing business rules, client scripts (JavaScript), UI actions, form sections, notification events in ServiceNow platform to meet the business requirements following agreed best practice standards and version control of the code.
- ▶ Working closely with project teams to provide inputs into planning, architecture, design and development of complex applications on ServiceNow platform and its integration with systems across a variety of technologies and to ensure smooth transition of projects to operations.
- ▶ 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 development and support analysts on the administration and maintenance of the changed software.
- ▶ Act with professional integrity ensuring they are representing the team and wider University in an appropriate manner at all times.
- ▶ Work team focused and collaboratively on building strong and positive working relationships with other staff, teams and partners in line with the University Services values of University First, Service Excellence and One Team.
- ▶ Adhere to agreed processes and procedures in accordance with The University of Melbourne policies.

- ▶ Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 6.

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The position reports to the Team Lead - ServiceNow Technical Support within the Administrative and Research Application portfolio, within the Infrastructure Services division of University Services. The Senior ServiceNow Technical Consultant / Developer should be able to work both independently and within a team framework, managing complex workloads and multiple responsibilities in a rapidly changing environment.

4.2 PROBLEM SOLVING AND JUDGEMENT

The position holder will possess high levels of technical expertise on ServiceNow platform, advanced analytical skills, understanding complexities inherent in multiple applications, with creative problem solving skills to provide expert advice and solutions to system users.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

Understanding of business processes, production support and maintenance processes, University policies, audit and regulatory compliance requirements.

The Senior ServiceNow Technical Consultant / Developer will be required to establish and sustain effective working relationships with key managers, team leaders, co-ordinators, and personnel across the Infrastructure Services, Project Services, Faculties, and Administrative Departments.

4.4 RESOURCE MANAGEMENT

Not applicable.

4.5 BREADTH OF THE POSITION

The incumbent works closely with members of Infrastructure Services, Client Services, Project Services, Product vendor teams and Client stakeholders for bespoke applications.

The incumbent is expected to contribute to relevant boards and meetings and interact with University and product vendor staff at all levels.

5. Other Information

5.1 UNIVERSITY SERVICES

A trusted partner in shared services.

We operate with a clear, responsive, respectful, user-friendly approach and create a problem-solving culture that empowers people to deliver their best.

University Services comprises of approximately 1,600 staff and represents the aggregation and concentration of service delivery capability with the largest administrative unit within the University. It comprises ten portfolios:

- Research, Industry and Commercialisation
- External Relations
- Academic Services
- Finance and Employee Services
- University Procurement Services
- Infrastructure Services
- Project Services
- Legal and Risk
- Business Intelligence and Reporting
- University Services Operations

These portfolios are responsible for the planning, delivery and review of most professional services.

The University Services organisation also plays a key role in defining the service ethos and quality standards for the broad range of services, as well as leading key aspects of transformational change, and defining and influencing future service enhancements. At its core, the benefit from the establishment of University Services has come from building expertise, consolidating like functions / services, eliminating duplication, capturing the benefit of scale, and providing a platform that has improved process and system efficiency.

UNIVERSITY SERVICES VALUES

University Services is committed to:

Putting the University first, by acting in the best interest of students, academics and overall strategy

Maintaining a culture of service excellence

Working together as one team to achieve results through collaboration, respect and expertise.

5.2 BUDGET DIVISION

Infrastructure Services

Infrastructure Services provides a single point of contact for delivering efficient, sustainable, innovative and safe IT and campus facilities operationally focused support services. It comprises six divisions:

- Space Management
- Research Platform Services
- Campus Services
- Applications Management
- Client Services
- Technology Management

5.3 THE UNIVERSITY OF MELBOURNE

The University of Melbourne is a leading international university with a tradition of excellence in teaching and research. With outstanding performance in international rankings, Melbourne is at the forefront of higher education in the Asia-Pacific region and the world. The University of Melbourne is consistently ranked among the world's top universities.

Further information about our reputation and global ranking is available at <http://futurestudents.unimelb.edu.au/explore/why-choose-melbourne/reputation-rankings>.

Established in 1853, shortly after the founding of Melbourne, the University is located just a few minutes from the centre of this global city. The main Parkville campus 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.

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>.

5.4 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

- ▶ Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive contributions to society in research and research training, learning and teaching, and engagement. <http://about.unimelb.edu.au/strategy-and-leadership>
- ▶ The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.
- ▶ The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs. <http://research.unimelb.edu.au/index.html#home>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.

Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.

Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

5.5 EQUITY AND DIVERSITY

Another key priority for the University is access and equity. The University of Melbourne is strongly committed to an admissions policy that takes the best students, regardless of financial and other disadvantage. An Access, Equity and Diversity Policy Statement, included in the University Plan, reflects this priority.

The University is committed to equal opportunity in education, employment and welfare for staff and students. Students are selected on merit and staff are selected and promoted on merit.

5.6 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 <http://www.unimelb.edu.au/unisec/governance.html>.

6. 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:

<http://safety.unimelb.edu.au/topics/responsibilities/>

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