

UW HEALTH JOB DESCRIPTION

ITOM/CMDB Engineer			
Job Code: 340052	FLSA Status: Exempt	Mgt. Approval: E. Gerke	Date: January 2024
Department: Information Services		HR Approval: M. Grayson	Date: January 2024
JOB SUMMARY			
<p>The ITOM (Information Technology Operations Management) / CMDB (Configuration Management Database) Engineer is the programmatic lead responsible for architectural design and construct of virtual resource interconnectedness within ServiceNow, providing visibility of end-to-end service delivery. The ITOM/CMDB Engineer facilitates standardization and visibility which enables automation of cross-team workflows and actionable insight for oversight and alerting on detected IT infrastructure resource capacity and performance issues (computing, networking, application, etc.), and vulnerabilities for risk management. This position is responsible for system integrations from design and development through implementation, administration, support, and optimization. The ITOM/CMDB Engineer reports on CI (configuration item) data health and identifies and resolves CI data gaps to maintain CI data integrity.</p> <p>The ITOM/CMDB Engineer drives governance, policy, and direction of the ServiceNow ITOM and Common Services Data Model (CSDM)/Configuration Management Database (CMDB) best practice roadmap focusing on increased business value outcomes for the enterprise. The ITOM/CMDB Engineer holds responsibility to educate and collaborate with stakeholders to perform needs assessments, develop simple to complex workflows, provide recommendations based on system capabilities and best practice, and design and implement solutions which drive organizational change. The ITOM/CMDB Engineer oversees the design, creation, and maintenance of documentation used to assist end users and other staff in understanding platform functionality and provide education through other methods. The ITOM/CMDB Engineer works with application and infrastructure teams to ensure their data is accurate and continuously maintained for consumption when and where it is needed. The ITOM/CMDB Engineer designs, creates, and maintains standard platform-level reports and dashboards, and assists end users with their personal, team, or department level reporting needs.</p> <p>The ITOM/CMDB Engineer is a technical expert on the ServiceNow platform responsible for evaluating and bringing forward pros and cons of capabilities, features, and functions for assessment of potential value to the enterprise. Partnering with business and IT operations stakeholders this position defines, prioritizes, and executes ServiceNow enhancements in keeping with industry standards and best practices. The Engineer also implements and utilizes tools to monitor system health to proactively identify possible areas of concern and establishes and performs regular maintenance tasks to sustain platform performance.</p>			
MAJOR RESPONSIBILITIES			
<ul style="list-style-type: none"> Collaborate with stakeholders to understand workflow and performance needs assessments and develop complex workflows. Provide recommendations based on system capabilities and best practice. Drive governance, policy, and direction of the ServiceNow ITOM and CSDM/CMDB best practice roadmap focusing on increased business value outcomes. Implement and utilize tools to regularly monitor and analyze system performance, perform regular maintenance, and proactively take corrective actions as necessary to ensure platform reliability. Use a systematic approach and a wide breadth and depth of ServiceNow platform knowledge to troubleshoot, identify, and solve technical issues. Respond to a broad range of service requests by engaging with end users to investigate, diagnose, and resolve their concerns. Create and maintain catalog and workspace user experiences and automated process flows of complexity, including scripting, in accordance with established standards and best practices. Implement and maintain supported integrations with other vendor platforms. Design and write technical and customer accessible documentation and lead the delivery of other relevant training. Formally teach and mentor other staff in ServiceNow use and functionality. Proactively maintain technical and functional knowledge applicable to the ServiceNow platform. Oversee and deliver strategic and operational projects for specific platform capabilities. Facilitate governance processes necessary to successfully operate the processes and modules implemented in the platform. Work on and collaborate with cross-functional teams to support and maintain solutions in an enterprise-wide production system using agile principles and methodologies. Collaborate with business users to understand and translate business requirements into functional and non-functional technical requirements with accurate acceptance criteria. Creation of CI data health reports, and resolution of CI data gaps to maintain CI data integrity. Participate in a 24x7x365 on-call rotation to support the platform, promptly responding to incident notifications, and escalating them when necessary. 			
ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.			
JOB REQUIREMENTS			
Education	Minimum	Bachelor's Degree in Healthcare, Information Technology, Business, or related field Four (4) years of relevant experience may be considered in lieu of degree	

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	Preferred	Master's degree in Healthcare, Information Technology, Business, or related field
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success administering the ServiceNow platform • Demonstrated success implementing and/or supporting CMDB, Discovery, and/or ITOM • Demonstrated success performing ServiceNow technical configuration (e.g., database table structure, import sets, transform maps, update sets, business rules, UI policies, UI actions, data policies, notifications, and ACLs) • Demonstrated success building catalog and/or workplace user experiences
	Preferred	<ul style="list-style-type: none"> • Four (4) years administering the ServiceNow platform • Experience within the healthcare industry • Experience supporting applications in a 24x7x365 environment
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> • ServiceNow Certified System Administrator • ITIL v4 Foundation level or higher certification
	Preferred	<ul style="list-style-type: none"> • ServiceNow Certified Implementation Specialist or related certifications • Professional Scrum Master, Scrum Developer, or related certifications
Required Skills, Knowledge, and Abilities		<p><u>Information Services (IS) Core Competencies:</u> Intermediate competency in the following:</p> <ul style="list-style-type: none"> • Communication • Critical Thinking • Effective Team Member • Agility <p>Emerging competency in the following:</p> <ul style="list-style-type: none"> • Mentor and Teach • Leadership • Technical Leadership • Leading without Direct Authority • Leading Highly Empowered, Self-Directed Teams • Lean Management <p><u>Position Specific Competencies:</u> Advanced competency in the following:</p> <ul style="list-style-type: none"> • Software Quality • System Analysis & Design • Continuous Improvement • Data Flow Architecting <p>Emerging competency in the following:</p> <ul style="list-style-type: none"> • Technology Awareness & Strategic Planning • Software Testing and Quality Assurance • Product Management <p><u>Other Knowledge, Skills, & Abilities:</u></p> <ul style="list-style-type: none"> • Knowledge of ServiceNow development fundamentals, ServiceNow Discovery Fundamentals, and Service Mapping Fundamentals • Ability to analyze, investigate, and resolve technical issues in critical systems • Ability to apply ITSM and CMDB concepts in an organization • Knowledge of programming languages such as C#, Python, and JavaScript • Understanding of common data exchange formats such as JSON and XML • Ability to engage in cross-functional interactions • Strong ability to think abstractly and apply these concepts to concrete problems • Demonstrated ability and desire to quickly learn and apply new technical knowledge and skills • Ability to adapt to new and changing technologies • Strong logical thought process for design and analysis • Outstanding analytical, critical thinking, problem-solving, and organizational abilities with attention to detail • Ability to process exploratory feedback and use it constructively

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

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Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.