

## UW HEALTH JOB DESCRIPTION

SENIOR SERVICENOW ADMINISTRATOR			
Job Code: 340043	FLSA Status: Exempt	Mgt. Approval: B. Larkworthy	Date: December 2022
Department: Information Services		HR Approval: M. Grayson	Date: December 2022
JOB SUMMARY			
<p>The Senior ServiceNow Administrator is responsible for and leads administration, development, operation, education, and maintenance of the ServiceNow platform and supported integrations. This includes collaboration with stakeholders to develop complex workflows, perform needs assessments, designing and implementing solutions, and driving organizational change.</p> <p>The Senior ServiceNow Administrator is a technical expert in specific platform capabilities and may oversee them with the responsibility to shape the overall approach for the implementation and delivery of specific modules to realize the desired outcomes. The ServiceNow Administrator independently partners with and builds a trusted advisor relationship with a variety of colleagues and stakeholders in clinical, business area, and administrative operations to understand their goals, design high-level solutions to enhance the value provided by ServiceNow.</p> <p>The Senior ServiceNow Administrator implements and utilizes tools to monitor the overall platform health to proactively identify possible areas of concern, establishes and performs regular maintenance tasks to sustain platform performance. This includes working directly with end users to investigate, troubleshoot, and resolve support issues. The Senior ServiceNow Administrator 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 Senior ServiceNow Administrator 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 Senior ServiceNow Administrator works closely with the ServiceNow leadership and software engineers to maintain and build knowledge of new or changed functionality, standards, and best practices, and for support escalation. The Senior ServiceNow Administrator assists the software engineering team by performing system configuration, building catalog and workspace user experiences, and automated process flows with moderate complexity and limited scripting.</p>			
MAJOR RESPONSIBILITIES			
<ul style="list-style-type: none"> <li>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.</li> <li>Use a systematic approach and a wide breadth and depth of ServiceNow platform knowledge to troubleshoot, identify, and solve technical issues.</li> <li>Respond to a broad range of service requests by engaging with end users to investigate, diagnose, and resolve their concerns.</li> <li>Create and maintain catalog and workspace user experiences and automated process flows of moderate complexity, which may include limited scripting, in accordance with established standards and best practices.</li> <li>Implement and maintain supported integrations with other vendor platforms.</li> <li>Design and write technical and customer accessible documentation and lead the delivery of other relevant training.</li> <li>Formally teach and mentor other staff in ServiceNow use and functionality.</li> <li>Proactively maintain technical and functional knowledge applicable to the ServiceNow platform.</li> <li>Oversee and deliver strategic and operational projects for specific platform capabilities.</li> <li>Facilitate governance processes necessary to successfully operate the processes and modules implemented in the platform.</li> <li>Work on and collaborate with cross-functional teams to support and maintain solutions in an enterprise-wide production system using agile principles and methodologies.</li> <li>Collaborate with business users to understand and translate business requirements into functional and non-functional technical requirements with accurate acceptance criteria that are ready to move to development.</li> <li>Participate in a 24x7x365 on-call rotation to support the platform, promptly responding to incident notifications, and escalating them when necessary.</li> </ul>			
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	
	Preferred	Master's degree in Healthcare, Information Technology, Business, or related field	
Work Experience	Minimum	<ul style="list-style-type: none"> <li>Demonstrated success analyzing, investigating, and resolving technical issues in critical systems</li> <li>Experience 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)</li> <li>Experience building catalog and/or workplace user experiences</li> <li>Experience applying ITSM and CMDB concepts in an organization</li> <li>Experience utilizing web technologies (e.g., HTML, CSS, JavaScript)</li> </ul>	

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	Preferred	<ul style="list-style-type: none"> <li>Four (4) years administering the ServiceNow platform</li> <li>Experience within the healthcare industry</li> <li>Experience supporting applications in a 24x7x365 environment</li> </ul>
Licenses & Certifications	Minimum	ServiceNow Certified System Administrator
	Preferred	ServiceNow Certified Implementation Specialist or related certifications Professional Scrum Master, Scrum Developer, or related certifications ITIL Foundation level or higher certification
Required Skills, Knowledge, and Abilities		<p><u>Information Services (IS) Core Competencies</u></p> <p>Intermediate competency the following:</p> <ul style="list-style-type: none"> <li>Communication</li> <li>Critical Thinking</li> <li>Effective Team Member</li> <li>Agility</li> <li>Mentor and Teach</li> <li>Leadership</li> <li>Technical Leadership</li> <li>Leading without Direct Authority</li> <li>Leading Highly Empowered, Self-Directed Teams</li> <li>Lean Management</li> </ul> <p><u>Position Specific Competencies</u></p> <p>Advanced competency in at least 2 and intermediate competency in the remaining of the following:</p> <ul style="list-style-type: none"> <li>Systems Analysis and Design</li> <li>Troubleshooting</li> <li>Writing Documentation and Deliverables</li> <li>Customer Service</li> <li>Subject Matter Expertise</li> <li>Testing/Software Testing/Quality Assurance</li> <li>Continuous Improvement</li> <li>Application Security</li> </ul> <p><u>Other Knowledge, Skills, &amp; Abilities</u></p> <ul style="list-style-type: none"> <li>Demonstrated ability and desire to quickly learn and apply new technical knowledge and skills</li> <li>Demonstrated ability to adapt to new and changing technologies</li> <li>Strong logical thought process for design and analysis</li> <li>Ability to synthesize feedback and go beyond specific improvement suggestions</li> </ul>

### 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.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>X</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>

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	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - 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.