

UW HEALTH JOB DESCRIPTION

SERVICENOW ADMINISTRATOR

Job Code: 340019	FLSA Status: Exempt	Mgt. Approval: B. Larkworthy	Date: December 2022
Department: Information Services		HR Approval: M. Grayson	Date: December 2022

JOB SUMMARY

The ServiceNow Administrator is responsible for and may lead the administration, development, operation, education, and maintenance of the ServiceNow platform. This includes partnering with stakeholders to develop workflows, perform needs assessments, assist in solution development, and influence organizational change. The ServiceNow Administrator utilizes their knowledge of clinical, business area, and administrative operations to enhance the value provided by ServiceNow.

The ServiceNow Administrator monitors the overall platform health to proactively identify possible areas of concern, establish regular maintenance procedures, and performs regular maintenance tasks to sustain platform performance. This includes working directly with end users to investigate, troubleshoot, and resolve support issues. The ServiceNow Administrator establishes and utilizes processes to create and maintain documentation to assist end users in understanding platform functionality. The ServiceNow Administrator creates and maintains standard platform-level reports and dashboards, and assists end users with their personal, team, or department level reporting needs.

The 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 ServiceNow Administrator assists the software engineering team by performing system configuration, such as building catalog and workspace user experiences and automated process flows with limited complexity.

MAJOR RESPONSIBILITIES

- 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 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 limited complexity in accordance with established standards and best practices.
- Write technical and customer accessible documentation and participate in the delivery of other relevant training.
- Assist with training other staff in ServiceNow use and functionality.
- Proactively maintain technical and functional knowledge applicable to the ServiceNow 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.
- 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
	Preferred	Master's degree in Healthcare, Information Technology, Business, or related field
Work Experience	Minimum	<ul style="list-style-type: none"> • Demonstrated success analyzing, investigating, and resolving technical issues in critical systems • 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)
	Preferred	<ul style="list-style-type: none"> • Two (2) years administering the ServiceNow platform • Experience building catalog and/or workplace user experiences • Experience applying ITSM and CMDB concepts in an organization • Experience utilizing web technologies (e.g., HTML, CSS, JavaScript) • Experience within the healthcare industry • Experience supporting applications in a 24x7x365 environment
Licenses & Certifications	Minimum	None
	Preferred	ServiceNow Certified System Administrator, Certified Implementation Specialist, or related certifications Professional Scrum Master, Scrum Developer, or related certifications

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<p>Required Skills, Knowledge, and Abilities</p>	<p>ITIL Foundation level or higher certification</p> <p><u>Information Services (IS) Core Competencies</u></p> <p>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></p> <p>Intermediate competency in the following:</p> <ul style="list-style-type: none"> • Customer Service • Troubleshooting • Writing Documentation and Deliverables • Subject Matter Expertise <p>Emerging competency in the following:</p> <ul style="list-style-type: none"> • Systems Analysis and Design • Testing/Software Testing/Quality Assurance • Continuous Improvement • Application Security <p><u>Other Knowledge, Skills, & Abilities</u></p> <ul style="list-style-type: none"> • Ability and desire to quickly learn and apply new technical knowledge and skills • Demonstrated ability to adapt to new and changing technologies • Strong logical thought process for design and analysis • Ability to process exploratory feedback and use it constructively
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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
X Sedentary: 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.	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#

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Other - list any other physical requirements or bona fide occupational qualifications not indicated above:	
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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.