

UW HEALTH JOB DESCRIPTION

SERVICENOW ADMINISTRATOR ASSOCIATE

Job Code: 340042	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 Associate participates in the administration, development, operation, education, and maintenance of the ServiceNow platform. This includes consulting with stakeholders to understand workflows, needs assessments, solution development, and contribute to initiatives driving organizational change. The ServiceNow Administrator Associate participates in work for clinical, business area, and administrative operations, and develops knowledge of these organizational areas.

The ServiceNow Administrator Associate assists with monitoring the overall platform health and performing defined regular maintenance tasks to sustain platform performance. This includes working directly with end users to investigate, troubleshoot, and resolve support issues. Established processes are followed to create and maintain documentation to assist end users in understanding platform functionality. The ServiceNow Administrator Associate prescriptively builds platform-level reports and dashboards and assists end users with their personal reporting needs.

The ServiceNow Administrator Associate works closely with the ServiceNow leadership and software engineers to develop knowledge of new or changed functionality, standards, and best practices, and for support escalation. The ServiceNow Administrator Associate assists the software engineering team by performing system configuration, such as building catalog and workspace user experiences.

MAJOR RESPONSIBILITIES

- Utilize tools to regularly monitor and analyze system performance, performing regular maintenance.
- Use a systematic approach to troubleshoot, identify, and solve technical issues.
- Respond to service requests by engaging with end users to investigate, diagnose, and resolve their concerns.
- Create and maintain catalog and workspace user experiences in accordance with established standards and best practices.
- Write technical and customer accessible documentation.
- Proactively develop increasing 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.
- 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	Associate degree in Healthcare, Information Technology, Business, or related field Two (2) years of relevant experience may be considered in lieu of degree
	Preferred	Bachelor's or Master's degree in Healthcare, Information Technology, Business, or related field
Work Experience	Minimum	<ul style="list-style-type: none"> • None
	Preferred	<ul style="list-style-type: none"> • 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) • Demonstrated success analyzing, investigating, and resolving technical issues in critical systems • 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 ITIL Foundation level or higher certification
Required Skills, Knowledge, and Abilities		<u>Information Services (IS) Core Competencies</u> Emerging competency in the following: <ul style="list-style-type: none"> • Communication • Critical Thinking

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	<ul style="list-style-type: none"> • Effective Team Member • Agility <p><u>Position Specific Competencies</u></p> <p>Emerging competency in the following:</p> <ul style="list-style-type: none"> • Customer Service • Troubleshooting • Writing Documentation and Deliverables • Subject Matter Expertise <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 • Ability to adapt to new and changing technologies • Effective logical thought process for design and analysis • Ability to receive prescriptive feedback
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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 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.