

## UW HEALTH JOB DESCRIPTION

### Software Engineer I - ServiceNow

Job Code: 340007	FLSA Status: Exempt	Mgt. Approval: B. Larkworthy	Date: May 2023
Department: Information Services		HR Approval: M. Grayson	Date: May 2023

### JOB SUMMARY

The Software Engineer I - ServiceNow uses their knowledge of ServiceNow software design to analyze, develop, integrate, and implement ServiceNow applications that provide clinical and business capabilities to the organization. The Software Engineer I - ServiceNow works as a member of the software engineering team who participates in all aspects of the software development life cycle (SDLC). Their responsibilities encompass building new software solutions, modifying existing applications to incorporate new features, and addressing errors.

The Software Engineer I - ServiceNow utilizes established team processes that ensure software is designed to meet the rigorous operating standards necessary to support healthcare delivery. This includes complying with regulatory requirements and following application security and reliability practices to create solutions that are user-friendly, accessible, and maintainable.

The Software Engineer I - ServiceNow works with front-line clinical staff, information systems professionals, and other business stakeholders to build or enhance robust software systems designed to improve clinical or business outcomes. The Software Engineer I - ServiceNow works to adopt a UW Health enterprise perspective and approach in their work contributing toward the successful delivery of highly valuable software solutions.

The Software Engineer I - ServiceNow is a valued contributor within the software engineering teams in UW Health. They perform prescriptive work in a high-quality fashion while building software engineering and ServiceNow competencies.

### MAJOR RESPONSIBILITIES

- Write production-level code consistent with software engineering principles, methodologies, and best practices, including version control, code reviews, software design, and software testing.
- Develop applications using software architecture and development standards to ensure applications follow modern development and software security practices and allow for the maintainability and testability of code in a manner that supports team development.
- Utilize established quality control measures such as code reviews, automated and manual testing, and debugging procedures.
- Analyze and translate business requirements into functional and non-functional technical requirements.
- Participate in development planning for new and existing applications.
- Understand and accurately estimate the effort necessary to complete specific software development efforts.
- Develop increasing competency with ServiceNow development capabilities and software engineering practices.
- Troubleshoot technical issues, identify the cause, determine possible resolutions, and remediate issues in existing applications.
- Participate in a 24x7x365 on-call rotation to support applications, 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 Software Engineering, Computer Science, or related field Four (4) years of relevant experience may be considered in lieu of degree
	Preferred	Master's degree in Software Engineering, Computer Science, or related field
Work Experience	Minimum	<ul style="list-style-type: none"> <li>• None</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• One (1) year of professional software engineering experience including design, development, testing, and release</li> <li>• Experience developing applications within the ServiceNow platform</li> <li>• Experience developing software within the healthcare industry</li> </ul>
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> <li>• None</li> </ul>
	Preferred	<ul style="list-style-type: none"> <li>• ServiceNow Administrator, Developer, or related certifications</li> <li>• Professional Scrum Master, Developer, Product Owner, or related certifications</li> <li>• Microsoft Azure or AWS Administrator, Developer, Architect, or related certifications</li> <li>• Epic certifications</li> <li>• ITIL Foundation or related certifications</li> <li>• PMP</li> </ul>

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Required Skills, Knowledge, and Abilities	<p><u>Information Services (IS) Core Competencies:</u> Emerging competency in the following:</p> <ul style="list-style-type: none"> <li>• Communication</li> <li>• Critical Thinking</li> <li>• Effective Team Member</li> <li>• Agility</li> </ul> <p><u>Position Specific Competencies:</u> Emerging competency in the following:</p> <ul style="list-style-type: none"> <li>• Software Architecture</li> <li>• Software Quality</li> <li>• System Analysis &amp; Design</li> <li>• Continuous Improvement</li> </ul> <p><u>Other Knowledge, Skills, &amp; Abilities:</u></p> <ul style="list-style-type: none"> <li>• Ability to work as a member of an agile development team</li> <li>• Ability to engage in cross-functional interactions</li> <li>• Ability to think abstractly and apply these concepts to concrete problems</li> <li>• Ability and desire to quickly learn and apply new technical knowledge and skills</li> <li>• Ability to adapt to new and changing technologies</li> <li>• Effective logical thought process for design and analysis</li> <li>• Outstanding analytical, critical thinking, problem-solving, and organizational abilities with attention to detail</li> <li>• Ability to receive prescriptive feedback</li> </ul>
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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
<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>
	<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: Ability</b> 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>
List any other physical requirements or bona fide occupational qualifications:				