MANCHESTER 1824
The University of Manchester

Job Description

Job Description	
Job title	ServiceNow Administrator
Grade	6
Department	Applications, Data and Strategy, IT Services

Overall Purpose

The platform will be used, not only, as an ITSM tool, but will be expanded to support IT asset management; portfolio management; and governance, risk and compliance. The ServiceNow Administrator will play a critical role in helping to maintain and shape the portfolio of ServiceNow products to meet the needs of IT Services and the University's staff and students.

About the Team

The ServiceNow Administrator will be part of a dedicated team that will be supporting the maintenance, development and continuous improvement of the University's ServiceNow platform.

Key Accountabilities

ServiceNow support and maintenance

- Receives and logs requests for support with ServiceNow from service desk, other service delivery staff and/or users. Prioritises requests in accordance with agreed criteria and the needs of the organisation. Acknowledges escalated requests for ServiceNow support.
- Identifies and resolves issues, incidents and problems relating to the ServiceNow platform and carries out non-routine maintenance tasks.
- Monitors any escalated requests for ServiceNow support. Takes action to avoid or minimise delays. Prioritises requests in accordance with agreed criteria and the needs of the organisation. Checks that all requests for support are dealt with according to agreed procedures.
- Uses ServiceNow tools to monitor and collect performance statistics and create reports. Analyses user feedback and creates reports to inform future platform development. Identifies issues and performance trends. Advises on corrective action to improve performance.
- Provides advice and guidance on the usages of ServiceNow to less experienced colleagues where required.
- Maintains the ServiceNow support process and procedure documentation.

ServiceNow development and continuous improvement

- Develops, customises and configures the ServiceNow modules and implements integrations with third-party applications, databases and systems using APIs and web services.
- Utilises the ServiceNow app development platform to create bespoke applications to meet business needs for bespoke applications and systems.
- Verifies and tests complex scripts and integrations related to ServiceNow developments; corrects errors and re-tests as appropriate.

- Documents work in accordance with agreed standards. Applies version control in accordance with agreed procedures.
- Participates in reviews of own work and leads reviews of colleagues' work.
- Applies agreed standards and tools, to achieve well-engineered outcomes. Identifies issues related to ServiceNow development activities and proposes practical solutions to resolve issues.
- Contributes to selection of the software development approach for projects, selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. May provide software development or programming guidance and assistance to colleagues.

Person Specification

- Experience of supporting and maintaining an ITSM platform, preferably ServiceNow.
- Experience of configuring and implementing new platform modules, preferably ServiceNow.
- Solid understanding of process related to IT Service Management; Service Desk; Change; Incident and Problem Management.
- Good understanding of Java, JavaScript, AJAX, XML, web services and writing custom code to automate manual tasks.
- Understanding of LDAP/Active Directory, web applications, networks, protocols and email (SMTP, POP3).
- Working knowledge of relational databases (SQL/Oracle).
- Desirable qualifications: ITIL, Certified ServiceNow Administrator

Competency (Professional, technical or behavioural)	Level	Essential	Desirable
Application systems: Technical or functional understanding of Commercial Off-the-Shelf (COTS) applications and/or other bespoke software deployed within the organisation in order to provide system configuration, audit, technical, and/or functional support.	Proficient in	X	
Operational/service architecture: Knowledge of the IT/IS infrastructure and the IT applications and service processes used within own organisation, including those associated with sustainability and efficiency.	Proficient in	X	
Customer service techniques: Techniques for identifying, gathering and validating customers' needs in the delivery of IT services.	Proficient in	X	
Information retrieval tools: The application of automated (software) tools that enable selective access to information, or extraction of patterns and knowledge from large amount of data, typically held within some form of database or data warehouse.	Proficient in	X	
Programming languages: A set of codes and syntax (supported by software tools) that	Proficient in	X	

enables the unambiguous translation of specified functionality into source code for the creation of computer programs.			
Development approach: Understanding and application of different development approaches e.g. iterative/ incremental methodologies (Agile, XP, TDD, SCRUM) or traditional sequential methodologies (Waterfall or V-Model). Irrespective of development methodology a DevOps approach may also be taken where development and operational staff work collaboratively.	Proficient in		X

Key Behaviours

One University: A 'One University' approach, whereby we break down silos and work collaboratively towards furthering the University's strategic goals, vision and values.

Freedom of Speech and Academic Freedom: Support the University's commitment to securing and actively promoting the importance of free speech and academic freedom within our community.

Service Excellence: Committed to prioritising service excellence and high performance to deliver great people-centred experiences.

Agility: Demonstrate a commitment to agility and continuous improvement by embracing change, championing innovation, and being flexible and forward thinking to adapt.

Sustainability: A sustainable approach that safeguards the University of the future by championing environmental practices, advancing digital capability, and supporting financial stability and philanthropic initiatives.

Inclusion: Support the University's ambition to create an inclusive place to work where every person matters, demonstrating a commitment to non-discriminatory conduct and respect for others, and fostering a University where people feel deeply connected to each other, to Manchester, and to the wider world.

Social Responsibility: Promote and champion the University's social responsibility ambitions to advance social inclusion, prosperous communities, better health, and cultural engagement.