



# JOB PROFILE FORM

## 1. JOB DETAILS

WAP (Admin ONLY):

Position Title: ServiceNow Developer

Team: Service Management and Systems Resilience

Division: Corporate Transformation and Technology

Group: Service Futures

Reports to (Role Title): Head of Service Management and Systems Resilience

Number of Direct Reports: N/A

Budget Mgt Accountability (Opex & Capex Amounts): N/A

## 2. WHAT DOES THIS JOB DO?

Job Purpose:

This role is responsible for the overall administration, development, and maintenance of the ServiceNow platform within Yarra Valley Water (YVW)'s technology environment. The role involves implementing new features, customising workflows, integrating external systems, and maintaining overall system health. The individual will collaborate with cross-functional teams to deliver solutions that enhance service delivery and ensure operational efficiency. The ServiceNow Developer will also be expected to uplift YVW's internal staff competency on the ServiceNow platform and collaborate with the wider technical community both internal and external to fully leverage the platform's capabilities.

Responsibilities (20 dot points or less):

- **ServiceNow Development:** Design, development, and implementation of ServiceNow applications, modules, and workflows tailored to business requirements and organisational needs. Develop integrations between ServiceNow and various other systems, ensuring seamless interoperability. Maintain a deep understanding of ServiceNow fundamentals, including configuration and scripting, to optimize platform functionality.
- **Platform Administration and Maintenance:** Regularly update and patch the ServiceNow platform to ensure its optimal performance. Proactively troubleshoot and resolve issues related to platform performance and functionality. Continuously monitor the health of the platform to pre-emptively identify and address potential problems.
- **Incident and Problem Management:** Troubleshoot and resolve issues reported by users, including configuration issues, process bugs, and integration failures. Collaborate with IT and other stakeholders to resolve incidents and implement permanent solutions to recurring problems. Ability to provide after-hours support as required.
- **Requirements Analysis:** Collaborate with stakeholders to collect and understand their requirements for the ServiceNow platform. Analyse existing processes and systems to identify opportunities for improvement and enhancement through ServiceNow solutions.
- **Testing and Quality Assurance:** Develop and execute comprehensive test plans to ensure the quality and reliability of ServiceNow applications. Conduct peer code reviews to uphold high standards of code quality and maintain best practices in development.



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- **Documentation:** Document technical specifications, system architecture, and configurations for the ServiceNow platform. Create and maintain up-to-date documentation for all customisations and changes made, ensuring clarity and accessibility of information.
- **Training and Support:** Provide training and ongoing support to end-users on how to effectively use ServiceNow applications. Serve as a knowledgeable point of contact for any ServiceNow-related inquiries and issues.
- **Collaboration and Communication:** Work closely with process owners, stakeholders, and project teams to gather requirements, design solutions, and provide technical guidance. Participate in ServiceNow governance meetings and provide input on platform strategy and roadmap.
- **Continuous Improvement:** Stay current with ServiceNow capabilities, best practices, and industry trends. Propose and implement improvements to enhance system performance, usability, and functionality.



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## 3. WHAT ATTRIBUTES ARE REQUIRED TO UNDERTAKE THIS JOB?

### 3A. WHAT KEY SKILLS OR EXPERIENCES ARE REQUIRED TO COMPLETE THIS JOB?

Skill/ Experience	Level of Skill/ Experience i.e. Basic / intermediate/ Advanced	Years of Experience (optional)
ServiceNow Administration and Development	Advanced	3+
JavaScript and other scripting languages	Advanced	3+
Strong knowledge of ServiceNow scripting, including business rules, client scripts, UI policies, and flow designer.	Intermediate/Advanced	3+
Hands-on experience with ServiceNow modules like ITSM, ITOM, ITAM, or HRSD	Intermediate/Advanced	3+
Knowledge of industry best practices and emerging technologies related to ServiceNow	Intermediate/Advanced	
Familiarity with ITIL practices and processes.	Intermediate/Advanced	
Ability to communicate effectively with stakeholders at all levels of the organization including technical staff, management, and external partners.	Intermediate/Advanced	
Highly organized and able to manage multiple projects and priorities simultaneously.	Intermediate/Advanced	
Strong analytical skills to make data-driven decisions	Intermediate/Advanced	

### 3B. WHAT DEVELOPMENT BUILDS THE CAPABILITY FOR THIS ROLE?

PEEPS will capture training or certifications that a person requires to undertake their job activities. When completing this section, do not only consider performance effectiveness, but also consider auditing and safety compliance requirements. When a person is associated with a job, but does not have the required skills, the manager and person will be notified.

	Mandatory/ Highly Desirable/ Suggested?	Method of Training (e.g. certificate, ticket, observation, on-the-job etc....)	Renewal Required (Y/N/Unsure)	Renewal Frequency (e.g. Never, 1 year, 5 years etc....)
<b>Qualifications / Certificates</b>				
Tertiary qualification Technology related discipline	HD	Degree		
ITIL Certification	HD	Certificate		



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ServiceNow System Administration Certification	M	Certificate		
ServiceNow Application Developer Certification	M	Certificate		

### 3C. WHAT ARE THE CRITICAL PERSONAL ATTRIBUTES REQUIRED FOR THIS JOB?

Personal Attributes <i>i.e., such as resilience, emotional intelligence</i>	Resilient, Flexible, Adaptable, Analytical, Collaborative, Innovative
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### 3D. WHAT ARE THE KEY PHYSICAL, OR ENVIRONMENTAL REQUIREMENTS OF THE ROLE?

Key requirements <i>i.e. required to lift heavy boxes</i>  <b>Note: some field-based roles will need to complete additional requirements for the role (Complete this form here)</b>	Hybrid working - meeting stakeholders, leaders, and other teams at the Mitcham office and at other sites as directed (e.g. treatment plants) to build a strong understanding of the YVW business and to develop effective relationships. Mostly desk-based job.
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### 4. WHAT CAPABILITIES ARE REQUIRED TO UNDERTAKE THIS JOB?

Core / Behavioural	1	2	3	4	Comments
Achieve*	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Relate*	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Inquire*	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Adapt*	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	



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<b>People Management</b> <i>(Relevant to jobs with direct reports)</i>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Comments</b>
Set Direction & Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Manage Change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Design Structure and Roles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Recruit and Onboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Manage Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Optimise Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>Common Professional</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Comments</b>
Safety*	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Procurement & Contract Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Risk Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Continuous Improvement & Innovation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Work / Project Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Stakeholder Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Written & Verbal Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Leadership	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Develop & Coach	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Problem Solving	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Customer Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



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Technical / Functional					
Engineering Technology	1	2	3	4	Comments
Engineering Fundamentals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Asset Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Asset Design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Water Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sewage Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Water Network Operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sewerage Network Operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Water Treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sewage Treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Construction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



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<b>Information Technology</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Comments</b>
Fundamentals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Testing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Scripting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Design	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Human Resources</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Comments</b>
Strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Structure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Governance & Compliance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Recruitment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Marketing &amp; Communications</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Comments</b>
Marketing & Communications Fundamentals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Brand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Digital	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
PR/Media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Compliance</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Comments</b>
Reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Auditing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Finance</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Comments</b>
Financial Accounting & Statutory Reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Taxation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial Strategy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Management Accounting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



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Service Experience	1	2	3	4	Comments
Customer Engagement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Discover Needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Determine & Present Solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Influence & Negotiation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Self-awareness & Regulation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Service Excellence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other	1	2	3	4	Comments
Facilities Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Procurement & Contract Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## 5. WHAT CAREER PATH IS POSSIBLE IN THIS ROLE

PEEPS will hold career path information for jobs within the organisation. This will feed into the PEEPS career and succession planning functionalities. For this job, consider what jobs within the organisation precede and proceed this from a career pathways perspective. Feel free to enter more than one job.

<b>Role before</b> (Name, Team, Division)	Application Support Application Developer
<b>Role after</b> (Name, Team, Division)	Team Leader Head of Technology

## 6. CHECKPOINT

<b>Does this role require</b>	<input type="checkbox"/> Police check <input type="checkbox"/> Working with children
<b>Comments</b>	This is to replace Chris McDowell's role.