

ROLE PROFILE

Role Profile			
Job Title	ServiceNow Systems Administrator		
Department	Applications		
Reports to (Job Title)	ServiceNow Team Leader		
Suitable for Job Share (Y/N)	Yes	If No state reason	
Location	Base Location: B2 Derriford Business Park. Travel maybe required.	Shift Pattern	No

Job Purpose	As part of a Software as a Service Team, the role will be responsible for the day-to-day support of the Delt ServiceNow Platform.
Key Competencies and Outputs	<p>Provides support, administration, and development of the ServiceNow environment.</p> <p>Assists in the configuration of out of the box functionality aligned with best practice.</p> <p>Assists in the management and roll-out of new modules, upgrades, and enhancements.</p> <p>Assists in the management and resolution of incidents, requests, changes, and problems.</p> <p>Assists in the management and progression of the ServiceNow work stack.</p> <p>Participates in relevant internal and external working groups/projects to provide advice and support.</p> <p>Follow policies, plans and strategies relating to ITIL.</p> <p>Follow policies relating to project and programme governance, including resourcing and time recording.</p> <p>Maintains an understanding of the core ServiceNow platform and any new developments.</p> <p>Assists in the provision of ServiceNow platform training as required.</p> <p>Provide advice and guidance to internal and external customers on the most appropriate course of action, ensuring that recommendations are consistent, supportable and that documented standards are achieved.</p> <p>Work to agreed Service Level Agreements and meet or exceed Key Performance Indicators.</p> <p>Works on dashboards, reporting, user administration (licensing, roles, groups to set up and maintain correct level of access), data imports (such</p>

	<p>as Devon Primary Care customers) and user information (reviewing and updating incomplete user information imported into ServiceNow).</p> <p>Undertake other reasonable duties as requested by organisation managers.</p>
<p>Experience, Knowledge, Skills and Qualifications</p>	<p>Working knowledge of ServiceNow.</p> <p>Has attended a ServiceNow Administration course or is willing to attend</p> <p>Experience of configuring and managing Service Catalogues and Catalogue items</p> <p>Experience of configuring and managing the Customer Service Portal</p> <p>Knowledge of CSM an advantage</p> <p>Have an eagerness to learn and develop new skills</p> <p>Excellent communication both written and spoken</p> <p>Ability to work across departments</p> <p>Ability to work to tight deadlines if required</p> <p>ITIL foundation or willing to work towards</p>
<p>Corporate Standards</p>	<p>In accordance with Delt organizational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act always in accordance with appropriate legislation and regulations, codes of practice and Delts policies and procedures</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures</p> <p>Undertake all duties about the Delt equalities policy and relevant legislation</p> <p>In a people first environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behavior for them and their team(s).</p>