

**THE UNIVERSITY OF MANCHESTER**

**PARTICULARS OF APPOINTMENT**

**PROFESSIONAL SERVICES**

**DIRECTORATE OF IT SERVICES**

**ENGINEERING**

**SERVICENOW SYSTEM ADMIN**

**VACANCY REF: PSX-028504**

<b>Salary:</b>	Grade 6 £37,174 to £45,413 per annum, depending on relevant experience
<b>Hours:</b>	Full Time
<b>Duration:</b>	Permanent
<b>Location:</b>	Oxford Road, Manchester

---

**Enquiries about the vacancy, shortlisting and interviews:**

Name: Arran Collinge

Email: [arran.collinge@manchester.ac.uk](mailto:arran.collinge@manchester.ac.uk)

---

**Overall Purpose of the Job**

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. 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.

**Key Responsibilities, Accountabilities and Duties**

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.

#### **IT Services Responsibilities, Accountabilities and Duties**

- You will be expected to demonstrate a commitment to the IT Services Practice Charter and the University's values. The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.  
<https://documents.manchester.ac.uk/display.aspx?DocID=58340>  
<https://www.manchester.ac.uk/discover/vision/>
- You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

**Person Specification**

<p><b>Experience/education/qualification background:</b></p>	<ul style="list-style-type: none"> <li>Experience of supporting and maintaining an ITSM platform, preferably ServiceNow.</li> <li>Experience of configuring and implementing new platform modules, preferably ServiceNow.</li> <li>Solid understanding of process related to IT Service Management; Service Desk; Change; Incident and Problem Management.</li> <li>Good understanding of Java, JavaScript, AJAX, XML, web services and writing custom code to automate manual tasks.</li> <li>Understanding of LDAP/Active Directory, web applications, networks, protocols and email (SMTP, POP3).</li> <li>Working knowledge of relational databases (SQL/Oracle).</li> </ul> <p><b>Desirable qualifications:</b> ITIL, Certified ServiceNow Administrator</p>
--	---

Competency (Professional, technical or behavioural)	Level	Essential	Desirable
<b>Application systems:</b> 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	
<b>Operational/service architecture:</b> 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	
<b>Customer service techniques:</b> Techniques for identifying, gathering and validating customers' needs in the delivery of IT services.	Proficient in	X	
<b>Information retrieval tools:</b> The application of automated (software) tools that enable selective access to information, or extraction of patterns and knowledge from large	Proficient in	X	

amount of data, typically held within some form of database or data warehouse.			
<b>Programming languages:</b> A set of codes and syntax (supported by software tools) that enables the unambiguous translation of specified functionality into source code for the creation of computer programs.	Proficient in	X	
<b>Development approach:</b> 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