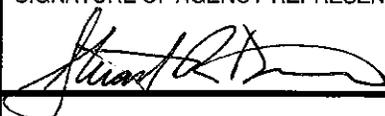


<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION OFFICE OF INFORMATION TECHNOLOGY	UNIT OR OFFICE ISD/ServiceNow	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006513	<input type="checkbox"/> Reclassification <input checked="" type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION ServiceNow Process Analyst		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 PR 36 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m.    TO: 5:00 p.m.			
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
60	<p>On behalf of the Office of Information Technology (OIT)/ISD/ServiceNow the position will assist with managing agency engagements and work with the Product &amp; Project on project tasks and delivery. The position will work with customers within DAS as well as other state agency partners. Areas of responsibilities will be to:</p> <ul style="list-style-type: none"> <li>• Create and communicate product enhancements, release updates and other product development efforts to DAS and other agencies using the ServiceNow Platform.</li> <li>• Research, review and answer technical questions regarding the product when escalated.</li> <li>• Facilitate and schedule product meetings</li> <li>• Assist with implementing the ServiceNow roadmap for future product enhancements by creating documentation for design, communication and will be responsible for UAT on development of new applications/modules within ServiceNow.</li> <li>• Assist Product Owner and Project Manager to ensure successful project deliverables.</li> <li>• Act as a liaison between various stakeholders, managing stakeholder's expectations and ensuring successful communications between project team members.</li> <li>• Plan, prepare and conduct formal mentorship activities for peers and/or lower-level staff via verbal instruction or producing content for the different types of applications/modules/deliverables.</li> <li>• Assists Executive Management/Product Owner/Lines of Business in developing and implementing ServiceNow strategies and data administration.</li> <li>• Design and develop business plan for continuity for dealing with problems and resolving issues within DAS and other agencies.</li> <li>• Create project and system reports to keep Executive Management informed of projects and system status.</li> </ul>	<p><b>Knowledge of:</b> (1) oral and written communication tools and techniques; (2) customer support and personal service; (3) Project Management lifecycle methodologies; (4) IT systems development lifecycle management concepts; (5) technical writing and documentation practices; (6) quality assurance principles; (7) requirement analysis principle and methods; (8) methods and approaches for sharing information through the use of IT assets; (9) business process modeling methods and techniques.</p> <p><b>Skill for:</b> (10) reading comprehension; (11) assuring quality; (12) identifying and specifying business requirements; (13) operation analysis; (14) time management; (15) facilitating meetings; (16) troubleshooting; (17) critical thinking; (18) complex problem solving.</p> <p><b>Ability to:</b> (19) define problems; (20) collect data; (21) establish facts and draw valid conclusions; (22) prepare meaningful, accurate and concise reports; (23) stay abreast of current technologies in area of IT assigned; (24) communicate effectively; (25) manage multiple demands or tasks on projects; (26) get along with people.</p>		
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 11/30/15	

JOB CODE TITLE  
 69963 Business Process Analyst 3  
 Apr 12-16-15

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION OFFICE OF INFORMATION TECHNOLOGY	UNIT OR OFFICE ISD/ServiceNow	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006513  JOB CODE TITLE Business Process Analyst 3  JOB CODE 69963	<input type="checkbox"/> Reclassification <input checked="" type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION ServiceNow Process Analyst		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 PR 36 Page 2 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m.   TO: 5:00 p.m.			
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
25	Assist the ServiceNow Project Manager in the areas of: <ul style="list-style-type: none"> <li>Align budget with contract and long range plans for ServiceNow project implementation and discretionary funding to ensure optimum use of contract resources.</li> <li>Assigns work projects and priorities with contractors/consultants for DAS major projects and agency onboarding with ServiceNow.</li> <li>Provides management, direction and training of work efforts and projects for ServiceNow.</li> </ul>	<b>Knowledge of 1-9</b> <b>Skill in 10 - 18</b> <b>Ability to 19 - 26.</b>		
15	Develops skills necessary to provide, and assists with, managing risks and changes related to processes, projects and procedures. Assists in developing project task plans, leading meetings and other related tasks to gather and coordinate activities for requirements gathering. Develops skills and understanding of advanced business modeling, technology solutions, vendor solution evaluations, and recommendations to meet defined business requirements. Answers questions and presents mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation.	<b>Knowledge of 1-9</b> <b>Skill in 10 - 18</b> <b>Ability to 19 - 26.</b>		
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 11/30/15	