

ITSM Senior Business Analyst

The San Francisco Department of Public Health's (SFDPH) Information Technology Division is the technology services provider within Public Health, delivering technology infrastructure and services to approximately 10,000 users within the organization to help support over 100,000 patients annually.

SFDPH is seeking to hire one full-time ITSM Senior Business Analyst to work on the Information Technology Service Management (ITSM) Team. The ITSM Senior Business Analyst will work on projects to streamline and automate business processes using ServiceNow.

This position will report to the ITSM Principal Business Analyst.

The ITSM Senior Business Analyst will:

- Work with customers and clients to gather and document requirements for ServiceNow projects.
- Implement new service catalog items and associated custom workflows.
- Perform system configuration, customization, and low-code development in ServiceNow.
- Import, update, and maintain records in the Configuration Management Database (CMDB).
- Follow agile software development methods to work on ITSM projects in rapid, iterative cycles.
- Create support materials and train users of ServiceNow as needed.
- Intake, triage, and troubleshoot questions or tickets from users related to ServiceNow.
- Create testing scripts and perform functional testing for ServiceNow workflows and modules.
- Participate as needed in work related to system version upgrades to stay within one release version of the latest ServiceNow version (n-1).
- Advise IT and business partners on ITSM best practices.
- Work closely with developer resources on the ITSM team to implement projects in ServiceNow.
- Partner closely with user experience (UX) analysts to incorporate design thinking and user feedback into ITSM products.

Desired Qualifications:

The stated desirable qualifications will be used to identify job finalists at the end of the selection process when candidates are referred for hiring.

- 3 years of experience as a business analyst working with ServiceNow
- Experience in a healthcare setting
- Experience working on ServiceNow projects for a government organization
- Excellent written and verbal communication skills