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| **Position Title** | Senior Developer |
| **Group/Portfolio** | Transformation Office / Digital Solutions (TBC) |
| **Classification** | HEW 8 |
| **Position Number** | 00063125 |
| **Reports To** | Senior Business Analyst, Service Management Program |
| **Employment Type** | Fixed term |

## Position Purpose

The Transformation team provides capabilities in strategic planning and delivery, program and project management, process improvement and change delivery, where a cross-portfolio approach or additional focus, investment or expertise is valuable to address the University’s transformational or strategic opportunities and challenges.

The Griffith University Service Management Program, which sits as part of the Transformation Office, is focused on delivering an easy to access, easy to use service experience for students and staff, through a consistent, efficient and effective service delivery model. This multi-year program consists of three, interdependent streams:

1. Service transition – business and technical requirements to transition to new ways of working and the new service management system
2. Service information transition – online service information reviewed for currency and mapped to future staff and student information architecture
3. Knowledge transition – knowledge reviewed for currency and transitioned to new system.

The Senior Developer will play a pivotal role in developing and configuring enterprise solutions within the ServiceNow platform, based on Customer Service Management (CSM), IT Service Management (ITSM), Human Resource Service Delivery (HRSD) workflow automation, and form development. You will also have access to the NowAssist toolset, including Creator Pro Plus, and will be responsible for supporting platform upgrades. Additionally, this role will involve coaching and mentoring platform engineers, establishing hybrid governance, system efficiencies like Catalogue Builder, and ensuring a smooth transition to BAU as part of Phases 3 and 4 of the Service Management Program.

This position will report through to the Senior Business Analyst, Service Management Program (dependent upon level).

## 2.0 Eligibility Requirements

* + - The occupant of this position will hold a relevant qualifications or progress towards postgraduate qualifications and extensive relevant experience or an equivalent combination of relevant experience and/or education/training.

## 3.0 Key Responsibilities

* + - **ServiceNow Development:** Design, develop, and maintain solutions on the ServiceNow platform, with a focus on CSM, forms, workflows, and integrations.
    - **Application Development:** Utilise ServiceNow, including the ServiceNow Creator Pro Plus toolset, to build applications, forms, and reports, ensuring alignment with organisational needs and out of the box functionality.
    - **Platform Optimisation:** Implement best practices for configuration and development to maintain and improve system performance.
    - **Integration Management:** Collaborate with internal teams and third-party vendors to integrate ServiceNow with other enterprise systems, ensuring smooth data flows and process automation.
    - **Platform Upgrades:** Oversee and support platform upgrades, ensuring minimal disruption to services and alignment with best practices.
    - **Technical Leadership:** Provide technical oversight, coach and mentor platform engineers and developers, ensuring alignment with architectural guidelines and platform governance.
    - **Collaboration with implementation partner:** Partner closely with implementation partner to ensure consistency in design and development across the platform, leveraging their expertise for complex configurations.
    - **Business as usual (BAU) Transition Support:** Support the transition of the ServiceNow platform to BAU, ensuring workflows, forms, and integrations are fully operational and the internal team is well-equipped for long-term platform management.
    - **Documentation and Training:** Develop and maintain technical documentation and provide training and support to internal stakeholders as required.
    - Support compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
    - Be a leading example of the principles and values embodied in the University’s Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

## 4.0 Key Capabilities

* Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates’ success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](https://intranet.secure.griffith.edu.au/employment/learning-and-development/specialist-programs/capability-development-framework#framework).