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| **Service Now Software Engineer** |
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| The UW Finance Transformation Program (UWFT) is a major initiative to replace the University’s financial systems with an integrated system to manage the full suite of financial transactions and reporting needs in the UW system – to include academic, administrative, and healthcare. UWFT will fundamentally change the processes and tools that the University employs to track, spend, collect, manage, and report University finances in excess of $7B in annual revenues, resulting in more timely and actionable information for leadership. Among the UW’s highest administrative priorities, this multi-year initiative is one of the largest finance system projects in Washington State and the outcome of the program will be highly visible at all levels of the University and the state.   The UW Finance Transformation Program has an excellent opportunity for a ServiceNow Software Engineer in the Finance Transformation Program’s Technical Pillar (FTT).   The ServiceNow Software Engineer will have responsibility to contribute toward implementation of a large development effort with the new Finance system – Workday's Software-as-a-Service (SaaS). The software engineer supports business process improvement through technical, design, development, and outreach work with ServiceNow. This position will work closely with business and technical teams to ensure that correct functionality is developed and allows the university to continue financial operations. This position will need to translate Finance requirements into ServiceNow and Workday functionality. This includes defining requirements, writing user stories, implementing ServiceNow apps, developing custom ServiceNow apps using JavaScript, coding, and testing. The position will escalate gaps or trade-offs in designs across technical and non-technical audiences using effective communication skills. The software engineer will participate in recommending the most effective and efficient solution design over the course of the project implementation. This position also collaborates with peers and others to improve practices, processes, and tools for development, testing, and versioning, continuous integration, automated release and deployment of service changes, and operations and monitoring.   UW is expanding its ServiceNow platform to support Finance Transformation. This expansion will support the implementation of Workday Finance to provide a positive customer experience using robust service management capabilities.  UW customers include students, faculty, and staff. Working with both technical and service teams to develop standards, the software engineer will assess needs, gather requirements, and implement solutions so that ServiceNow can meet UW business objectives. This will require the software engineer to work closely with various functional teams and University departments.   This position is responsible for executing both business and technical components of complex technical projects. Project work focuses on documenting business processes; defining and designing process improvements supported by ServiceNow configuration options; designing technical solutions based on requirements; and data modeling and metadata definition. Design, engineer, and improve software solutions on the ServiceNow platform, integrating with Workday and other systems as needed.   **REQUIREMENTS**   Bachelor’s Degree in Business Administration, Information Science, Computer Science, or related field.   Minimum of four years of experience designing, writing, implementing, and supporting software development. These years should include experience with: ServiceNow configuration, development, and implementation, writing web applications using JavaScript, relational databases, HTML, XML, Rest APIs.   Minimum of two years performing progressively more complex business analysis and development on the ServiceNow platform, including scope definition, requirements gathering, story writing, application development, writing test scripts, and user acceptance testing.   Demonstrated ability to quickly learn and apply new methodologies, tools, etc.   Demonstrated excellent time management skills.   Demonstrated ability to work with minimal supervision: both independently and as part of a team.   Demonstrated excellent written/oral communication skills and technical documentation skills.   Demonstrated excellent end user liaison, teamwork, and personal interaction abilities.   Ability to navigate in a complex, diverse technology environment.   Experience with Agile software development methodologies/concepts.   Ability to speak and write about technical issues for both technical and non-technical audiences.   Experience as a functional leader or key contributor in complex, enterprise-wide, collaborative projects that have required significant business process change.   Proven ability to represent business stakeholders effectively and translate between business and technical requirements.   Familiarity with usage of request/incident ticketing software.   Familiarity with ITIL.   **DESIRED**   Experience implementing ServiceNow’s Customer Service Management (CSM) applications with Agent Workspace and Service Portal.   Experience with database schema design.   Knowledge and skills in object, data, metadata, process, and/or information modeling.   Knowledge and skills using REST architecture/technologies and/or service-oriented architecture.   Experience with project management related tools (such as Jira).   Knowledge of IT accessibility issues for users with disabilities; familiarity with accessibility standards and best practices; experience testing for accessibility; and demonstrated ability to design content/applications with accessibility considerations.   Familiarity with Workday or other enterprise financial systems.   Experience in a major research university setting.   CONDITIONS OF EMPLOYMENT  Work in an open office environment and contribute to collaborative team work focused on problem-solving. Daily interactions with other team members, subject matter experts and stakeholders at all levels of the organization. While the general working hours are within Monday through Friday, 8 a.m.-5 p.m., this position will, on occasion, need to adjust hours to accommodate the business needs and deadlines.   This position on the Finance Transformation Project is temporarily funded; continued employment is contingent on ongoing funding and performance.   This position is eligible for **REMOTE** work.   Application Process:  The application process for UW positions may include completion of a variety of online assessments to obtain additional information that will be used in the evaluation process. These assessments may include Work Authorization, Cover Letter and/or others. Any assessments that you need to complete will appear on your screen as soon as you select “Apply to this position”. Once you begin an assessment, it must be completed at that time; if you do not complete the assessment, you will be prompted to do so the next time you access your “My Jobs” page. If you select to take it later, it will appear on your "My Jobs" page to take when you are ready. **Please note that your application will not be reviewed, and you will not be considered for this position until all required assessments have been completed.** |
| Committed to attracting and retaining a diverse staff, the University of Washington will honor your experiences, perspectives and unique identity. Together, our community strives to create and maintain working and learning environments that are inclusive, equitable and welcoming.  [The University of Washington is an affirmative action and equal opportunity employer.](https://ap.washington.edu/eoaa/) All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status, or genetic information.  To request disability accommodation in the application process, contact the Disability Services Office at 206-543-6450 or [dso@uw.edu](mailto:dso@uw.edu).  Applicants considered for this position will be required to disclose if they are the subject of any substantiated findings or current investigations related to sexual misconduct at their current employment and past employment. Disclosure is required under [Washington state law](https://app.leg.wa.gov/RCW/default.aspx?cite=28B.112.080).  **COVID-19 VACCINATION REQUIREMENT**  Employees of the University of Washington are required to be fully vaccinated against COVID-19 unless a medical or religious exemption is approved. Being fully vaccinated means that an individual is at least two weeks past their final dose of an authorized COVID-19 vaccine regimen. As a condition of employment, newly hired employees will be required to provide proof of their COVID-19 vaccination. View the [Final candidate guide to COVID-19 vaccination requirement webpage](https://hr.uw.edu/jobs/final-candidate-guide-to-covid-19-vaccination-requirement/) for information about the medical or religious exemption process for final candidates. |