

## JOB DESCRIPTION

### JOB DETAILS

**Job Title:** Service Management Senior Technical Analyst

**Job ID:** IS2731

**Classification:** Information Systems R27

**Classification Date:**  
(MM/DD/YYYY)

**Branch:** Information Technology Services

**Unit:**

**Reports to:** Service Management Team Lead

**Security Screening:** Yes

**Union/Excluded:** BCGEU

### BRANCH DESCRIPTION

The Information Technology Services branch (ITS) provides the IT services to the BC Pension Corporation including; Application Development & Maintenance, IT Security, Release, Deployment, Solution Design, IT Operations, and IT Service management (ITIL). Services are delivered from a team of dedicated contributors who provide ongoing support and services to facilitate the execution of the corporation's strategy. This is an excellent opportunity for those interested in working with a team of professionals who enjoy a challenging and rewarding environment.

### JOB SUMMARY

The Service Management Senior Technical Analyst is part of the Service Management team within the Information Technology Service (ITS) Branch. This team implements and delivers best practice service management processes and systems supporting ITS Operations and Service Providers across the organization. The Service Management Senior Technical Analyst manages the acquisition, integration and servicing of all Service Management tools and related services, develops service management tool policies, procedures and standards and provides advice and counsel to branch staff, clients and vendors.

### JOB RESPONSIBILITIES

- Manages service management tools and products through the various stages of their life cycle, ensuring product currency and continued integration of the service management tools.
- Oversees and/or performs the configuration, integration and administration of all the modules and components in the service management platform to support the ITS Operations and various service providers across the organization and ensures that an appropriate level of expertise is available to support the platform.
- Determines and defines standards and development, and testing best practices for the service management platform.
- Leads working groups, task teams and committees composed of program specialists, development teams, information management specialists, operations staff and consultants to develop annual technology management plans for the service management platform.
- Provides onboarding support and training to existing and new clients/service providers using Service Management tools and processes.
- Establishes and maintains change control procedures for tool technology upgrades to ensure a stable, reliable and secure environment is maintained throughout implementation.
- Manages comprehensive platform/tools projects including planning and implementing enhancements and upgrades, managing project resources and implementation, managing stakeholder impacts and providing functional direction to project teams to address impacts, and recommending alternate solutions to address unforeseen issues needed for project completion.
- Conducts technical quality assurance audits and post-implementation reviews for both projects and maintenance of custom applications, ensuring conformity with corporate policies and standards.
- Provides advice and counsel to the managers, directors, and other senior staff on strategic direction for service management and technology policies, procedures and standards.
- Identifies opportunities to enhance services and/or reduce operational costs, evaluating and recommending acquisition of alternate products.
- Develops business cases that consider technical alternatives, risk and costs, and defines technology positioning strategies to support continuous improvement in development operations and ensure that supported clients are positioned to incorporate new technologies.
- Procures and oversees major outsourcing contractors, who deliver services related to the onboarding, upgrading or operations of the suite of service management tools.
- Reviews, updates, implements and provides training on Service Management process including Change Management, Incident Management, Request Management, Knowledge Management and Problem Management.
- Acts as back-up process manager for key operational service management processes such as IT Change Manager, Problem Manager and Major Incident Coordinator.

## EDUCATION

### Degree/Diploma Obtained

### Program of Study

- Bachelor degree in Computer Science or a related discipline and three years of recent experience in a complex application environment, supporting/configuring applications.
- An equivalent combination of education, training and experience may be considered.

## EXPERIENCE

### Years of Experience

### Type of Experience

A minimum of two years of demonstrated, hands-on ServiceNow experience including:

- Installing, configuring, administering and upgrading ServiceNow
- Configuring ServiceNow glide stack interfaces (business rules, script includes, client scripts, etc.)

Preference will be given to candidates with the following:

- Experience establishing and maintaining SSO and integrations for/with ServiceNow.
- Experience managing projects, developing action plans, and leading project teams in technical projects in a large enterprise environment.
- Demonstrated experience in assessing customer requirements, developing and implementing technical solutions.
- Experience coordinating resolution of technical and business problems while managing multiple tasks and priorities.
- Experience with IT incident and change management processes.
- Certified ServiceNow Administrator.
- ITIL Certification.

## KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of ITSM/ITIL best practices. ITIL Certification is preferred.
- Familiarity with common web frameworks (basic HTML/CSS, AngularJS)
- Strong understanding of object-oriented programming paradigms (functions, objects, and inheritance)
- Familiarity with JavaScript API
- Demonstrated ability to manage needs of multiple stakeholders through prioritization, negotiation and effective communications.
- Strong verbal and written communication skills, with the ability to adapt communication style for technical and non-technical audiences.
- Ability to broker healthy relationships across the organization and establish credibility with varied audiences.
- Excellent analytical, problem-solving and decision-making skills.
- Conflict management and negotiating skills.
- Ability to assess and evaluate requirements against multiple stakeholder needs.
- Ability to provide leadership to highly trained and qualified staff and consultants

## CORE COMPETENCIES

### Navigating Change L2

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Invites input and feedback on proposed changes.
- Supports others in generating new and innovative approaches.
- Builds support for new approaches and initiatives.
- Shares information on change in a timely manner.
- Identifies innovative approaches to deal with situations for which no known precedent exists.
- Eliminates unnecessary work activities.

### Embracing Learning L2

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Gathers feedback from various sources to identify own strengths and weaknesses.
- Pursues challenging experiences beyond current position to add value in own area.
- Helps others identify learning needs to meet current job requirements.
- Provides honest, timely, clear and specific feedback to others.
- Ensures people are provided appropriate training within available budget and resources.
- Encourages people to reach their full potential.

### Client Orientation L2

Making it easy for our external and internal clients - seeing things through their eyes.

- Anticipates clients' needs and concerns.
  - Develops procedures and practices to ensure consistent service.
  - Leads or participates in efforts to enhance service delivery systems and processes.
  - Ensures consistency of service experience.
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### **Accountability L2**

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Sets challenging but realistic goals for own area of responsibility.
  - Helps people improve performance to maximize results.
  - Holds people accountable for meeting established expectations.
  - Evaluates progress against established goals and objectives.
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### **Inspiring Trust L2**

Inspiring confidence by demonstrating integrity and building credibility.

- Creates opportunities to build internal and external relationships.
  - Demonstrates confidence in own abilities, views or decisions when challenged.
  - Provides skill, knowledge and talents to resolve complex issues.
  - Fosters trust by communicating consistent, reliable and accurate information.
  - Builds on others' ideas to develop support.
  - Helps others build confidence in themselves.
  - Recognizes the contributions and successes of others.
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### **Decision Making L2**

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Involves the right people in the decision making process.
  - Makes decisions by weighing several factors, some of which are partially defined with missing pieces of information.
  - Uses sound business sense to make decisions.
  - Considers risks when identifying or recommending options.
  - Provides context and rationale for decisions.
  - Provides information to others to support decision making on complex issues.
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### **Organizational Focus L2**

Aligning work priorities, processes and practices to achieve the strategic direction.

- Optimizes processes or practices to support the achievement of organizational goals.
- Helps team members understand the broader vision and how their work is aligned.
- Identifies broader implications of proposed positions, options and approaches.
- Makes connections between situations and patterns to improve decision making.
- Recommends approaches to address issues with a longer term perspective.