ServiceNow Service Manager (0658U) Berkeley IT, 75948
University of California, Berkeley

Job Title	ServiceNow Service Manager (0658U) Berkeley IT, 75948
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Feb. 6, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Information Technology
Apply Online Here	https://apptrkr.com/5982359
Apply By Email	
Job Description	

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About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

As a world-leading institution, Berkeley is known for its academic and research excellence, public mission, diverse student body, and commitment to equity and social justice. Since our founding in 1868, we have driven innovation, creating global intellectual, economic and social value.

We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our Guiding Values and Principles, Principles of Community, and Strategic Plan.

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for supportive colleague communities via numerous employee resource groups (staff organizations). Our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can grow your career at UC Berkeley.

Departmental Overview

This position is a part of the ServiceNow Team in the Campus Applications & Data (CAD) unit in Berkeley IT. This position is a key role in the ServiceNow and Service Management Unit. This unit is responsible for ServiceNow operations which supports mission-critical functions across the University including but not limited to HR, IT, and finance. The ServiceNow and Service Management team supports enterprise service management through the administration, implementation, and management of ServiceNow. To ensure the success of this mission-critical system, the unit includes a blend of technical and functional experts who define, build, test, and implement new features, respond to customer issues and campus needs, and keep all systems running optimally.

Position Summary

We are looking for a highly skilled IT Service Manager with at least 5 years of demonstrated experience with ServiceNow or an IT Service Management application. This position supervises a team of ServiceNow business systems analysts, is a member of the service management leadership team, and performs duties as the lead Business Systems Analyst, ServiceNow Service Manager, and Service Owner. This position works with clients, colleagues , subject matter experts, vendors, ServiceNow architects, developers, and ServiceNow Business System Analysts to ensure that our co-created value maximizes the investment in the ServiceNow platform to meet the goals and strategy of bIT and the Berkeley campus. This position is expected to be highly familiar with ServiceNow capabilities and will influence the usage of ServiceNow on the campus. This individual is recognized as an organization-wide expert, who has significant impact and influence on organizational policy and program development. This individual regularly leads projects of critical importance to the organization; these projects carry substantial consequences of success or failure. This individual directs programs with organization-wide impact (or may have impact beyond the University) that include formulating

strategies and administering policies, processes, and resources.

This position receives assignments in the form of objectives with goals and establishes the process by which to meet goals.

Application Review Date

The First Review Date for this job is: 2/18/2025

Responsibilities

ServiceNow Service Manager and Service Owner

- The Service Manager is responsible for the day-to-day management of the activities associated with the lifecycle of the ServiceNow service, from idea to launch, through continuous improvement, to sunset.
- Reviews service budgets and expenditure plans to ensure financial health; manages costs related to the service. Establishes and maintains working relationships with vendors. Ensures Service Level Agreements (SLAs) are being met. Designs support processes that foster service improvement.
- Leads cross-functional project teams responsible for providing guidance concerning the business implications of the ServiceNow application and various systems. Considers the business implications of the application of technology to the current and future business environment. Offers alternative approaches.
- Leads the ServiceNow Steering Committee to perform strategic planning, project prioritization, and roadmap development. Leads the ServiceNow community to define the service portfolio, track, prioritize, and prepare work and projects, and ensure effective operational support and delivery. Responsible for client engagement, governance facilitation, and service roadmap, and lifecycle planning.
- Working with Process Owners, coordinates the reconciliation of priorities across IT, HR, Finance, Customer Service, and other units.
- Assesses functional and business fit of new ServiceNow modules or applications. Researches and stays current with industry, EduCause, and ServiceNow best practices and standards.

Team Management

- Manages employees and coordinates activities of a team with campus-wide scope and impact.

Reviews the work of analysts to meet unit and departmental goals and objectives.

- Manages and delegates business systems analysis and service improvement assignments in support of mission-critical campus services through the ServiceNow system.
- Determines methods and procedures on new assignments and provides leadership to business system analysts.
- Responsible for results in terms of value, costs, methods, and employees.
- Leads a team of business systems analysis professionals with the planning and execution of unit integration and acceptance testing.
- Plans and reviews work of analysts to measure meeting department objectives.
- Provides mentoring and feedback on employee performance.
- Develops and monitors operational and budget processes, staff FTE, finance, human resources, and space planning.
- Ensures the team promotes and maintains a positive work culture by upholding Berkeley IT values.

Operational Excellence Leadership

- Determines and implements methodology for standards and procedures for each phase of implementation lifecycle, including requirements gathering, conducting fit-gap analysis, testing, and evaluation. Supervises conversion of functionality for system upgrades/implementations.
- Follows established campus policies and management guidance to develop appropriate methods/processes to facilitate progress toward campus and unit goals.
- Establishes and recommends changes to policies which affect the department to improve processes. Administers campus policies that directly affect subordinate employees and their assignments.
- Provides guidance and direction on implementation efforts related to processes and tools.

Communication & Leadership

- As a member of the ServiceNow leadership committee, collaborates closely to achieve team goals, sets the tone for the unit, and participates as an active ally to all colleagues.
- Interacts with all levels across the organization. Interaction frequently requires the ability to gain cooperation of others, and conducting presentations of technical information concerning specific projects and schedules.

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Engage in continuous professional development and training and other duties as assigned.

Required Qualifications

- At least 5 years of demonstrated IT Service Management experience with ServiceNow or another IT Service Management application.
- Requires expert knowledge of business systems analysis, including business process mapping, and the tools to support such efforts.
- Requires expert knowledge of IT service management and frameworks such as ITIL, Agile, and CDSM.
- Requires significant experience with ServiceNow including major module implementations, enhancements and upgrades
- Requires significant experience of being an IT Service Manager, co-creating value with customers
- Requires thorough knowledge of other areas of IT such as service desk, desktop support, application support, infrastructure and security.
- Requires expert skills associated with analysis of processes and problems, information flow and application architecture.
- Requires high level interpersonal and communications skills in order to work with both technical and non-technical personnel at various levels in the organization.
- Interfaces with campus management on a regular basis.
- Understands business needs and how business systems can support those needs.
- Requires knowledge of applicable industry standards and best practices for business analysis at all stages of the implementation life cycle.
- Has the skills needed to develop conversion and system implementation plans, including the ability to conceptualize and draft systems requirements and functional specifications.
- Requires experience with vendor management.
- Knowledge of metrics definition and reporting.
- Bachelor's degree in related area and/or equivalent experience/training.

Salary & Benefits

This is a 100% full-time (40 hrs a week) exempt career position, which is paid monthly and eligible for UC Benefits.

For information on the comprehensive benefits package offered by the University, please visit the University of California's Compensation & Benefitswebsite.

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Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The budgeted salary that the University reasonably expects to pay for this position is **$121,100.00 - $155,000.00.**

How to Apply

- To apply, please submit your resume and cover letter.

Other Information

- This is not a visa opportunity.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Misconduct

SB 791 and AB 810 Misconduct Disclosure Requirement: As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of misconduct:

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UC Sexual Violence and Sexual Harassment Policy

UC Anti-Discrimination Policy

Abusive Conduct in the Workplace

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the https://apptrkr.com/get_redirect.php?id=5982359&targetURL=U.S. Equal Employment Opportunity Commission poster.

The University of California's Affirmative action policy.

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The University of California's Anti-Discrimination policy.
Referral Source info

This job is part of the Employee Referral Program. If a UC Berkeley employee is referring you, please ensure you select the **Referral Source** of "UCB Employee". Then enter the **Employee's Name** and **Berkeley E-mail** address in the **Specific Referral Source** field. Please enter only one name and email.

To apply, visit
https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_S

Contact Information

Contact

N/A

University of California, Berkeley

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