ServiceNow Business Systems Analyst (7584U), Berkeley IT - 81511
University of California, Berkeley

Job Title	ServiceNow Business Systems Analyst (7584U), Berkeley IT - 81511
Department	Berkeley IT
Institution	University of California, Berkeley
	Berkeley, California
Date Posted	Oct. 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/6617155
Apply By Email	
Job Description	

Image not found or type unknown

ServiceNow Business Systems Analyst (7584U), Berkeley IT - 81511

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.

ServiceNow Business Systems Analyst (7584U), Berkeley
IT - 81511
University of California, Berkeley

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 Services Team in the Campus Applications & Data unit in Berkeley IT. Campus Applications & Data ensures the mission-critical applications and data that are used to operate the university are aligned, designed, integrated, and managed together.

Position Summary

This role is responsible for analyzing business needs, validating functional requirements, and designing sustainable technical solutions. The position creates user stories, technical specifications, and documentation while collaborating with stakeholders to ensure feasibility and alignment with business objectives. It performs end-to-end testing and facilitates user acceptance testing (UAT) to ensure high-quality delivery and oversees training materials and post go-live support.

Operationally, this role provides Tier 2 incident management, fulfills service requests, supports release-to-production processes, and educates users on available services. The position also performs small low-code/no-code enhancements, ensuring documentation and testing are accurate and complete.

As a subject matter expert, this role advises on process improvements, negotiates specifications, and stays current on application capabilities and vendor offerings. The ideal candidate is a strong communicator who thrives on problem-solving and cross-functional collaboration.

Application Review Date

The First Review Date for this job is: 10/15/2025.

Responsibilities

ServiceNow Business Systems Analyst (7584U), Berkeley
IT - 81511
University of California, Berkeley

Analysis, design, testing, training

- Validate functional requirements and provide consultation on feasibility, fit and function and negotiate with stakeholders on the creation of specifications.
- Create stories and technical requirements and apply knowledge of application to produce sustainable solutions.
- Gather, analyze, prepare and summarize recommendations for approval of business process and procedural documentation and recommend and implement changes in processes and procedures.
- Create technical specification by defining fields, forms, tables and business logic.
- Perform end-to-end testing to ensure the technical requirements are met.
- Oversee user acceptance testing (UAT).
- Collaborate with business analyst to develop training documentation.
- Provide post go live support.

Operational Support

- Fulfill in-scope service requests.
- Provide tier 2 incident management support which includes responding to customers in a timely manner, prioritizing incident resolution and tracking progress through to resolution.
- Ensure timely response to requests and incidents.
- Support release to production process.
- Educate user base on existing service offerings.
- Stay current on application capabilities (user groups, forums, conferences, training).
- Provide subject matter expertise on vendor product offerings.

Small Enhancements

- Perform small, no code or low code development work to enhance current service offerings.
- Perform unit testing and end-to-end testing to ensure enhancement delivery quality.
- Update documentation to reflect enhancements.

Engage in continuous professional development and other duties as assigned.

Required Qualifications

- Possesses thorough knowledge of ServiceNow, IT service management practices, and business and process analysis functions.
- Thorough knowledge of related areas of IT, software delivery, Agile Scrum, data and reporting.
- Strong skills and knowledge of methodologies associated with analysis of processes and

problems, information flow and architecture.
- In-depth understanding and skill in process and systems requirement documentation standards, such as Use Case modeling, User Story creations and narrative description.
- Demonstrated ability to work with others from variety of backgrounds.
- Self-motivated and works independently and as part of a team.
- Able to learn effectively and meet deadlines.
- Demonstrates problem solving skills.
- Broad knowledge relating to software design.
- Thorough knowledge of business processes and procedures.
- Demonstrated testing and test planning skills.
- Demonstrated effective communication and interpersonal skills.
- Demonstrated ability to communicate technical information to technical and non-technical personnel at various levels in the organization.
- Interpersonal and communications skills to work with both technical and non-technical personnel at various levels in the organization.
- At least 3 years of demonstrated business systems analysis experience with ServiceNow or another IT Service Management application.
- Bachelor's degree in related area and/or equivalent experience/training.

Salary & Benefits

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

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 annual salary range that the University reasonably expects to pay for this position is $95,000.00 - $108,000.00.

- This is an exempt monthly-paid position.

ServiceNow Business Systems Analyst (7584U), Berkeley
IT - 81511
University of California, Berkeley

How to Apply

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

Other Information

- This is not a visa opportunity.
- This position is eligible for up to 100% remote. Exact arrangements are determined in partnership with your supervisor to meet role responsibilities and department needs, and are subject to change.

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.

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:

UC Sexual Violence and Sexual Harassment Policy

UC Anti-Discrimination Policy

Abusive Conduct in the Workplace

ServiceNow Business Systems Analyst (7584U), Berkeley
IT - 81511
University of California, Berkeley

Equal Employment Opportunity

The University of California is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, protected veteran status, or other protected status under state or federal law.

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

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

University of California, Berkeley

,