



Role Description

Role title:	Classification:
ServiceNow System Analyst	ASO5
Division/Business unit:	Reports to:
Finance, Digital and Customer Support/Digital, Data and Technology	Manager Technology Governance and Assurance

Role purpose:

The ServiceNow System Analyst is a role within Digital, Data and Technology and is accountable to the Manager Technology Governance and Assurance for:

- Configuring and maintaining the ServiceNow platform, ensuring optimal performance and usability, and assisting in ensuring that all system configurations and enhancements meet the required quality standards and business requirements.
- Partnering with technology teams and business units to define, onboard, integrate and improve overall ServiceNow platform and ITSM processes.
- Undertaking business and system process related analysis and managing the resolution of incidents and problems related to the ServiceNow system.

Key outcomes and accountabilities:

1. Evaluate and design business processes that leverage new technologies to identify opportunities for improvement, automation, efficiency and effectiveness within practices across teams and services.
2. Liaise with stakeholders to define user requirements through comprehensive analysis, design and programming, ensuring these requirements align with technical and business objectives.
3. Ensure the ServiceNow platform is effectively configured, maintained, upgraded and patched to deliver high availability, performance, security and compliance.
4. Develop and maintain system documentation including custom reports and dashboards that support real-time insights and decision making, configurations, maintenance schedules, support procedures and knowledge base to reduce repeat issues and enhance self-service.
5. Serve as the key technical liaison with ServiceNow vendors, coordinating resolution of complex system issues and ensuring vendor performance meets SLA expectations.
6. Oversee platform infrastructure by monitoring performance, renewing certificates and licenses, managing integrations and ensuring sufficient system storage and uptime.
7. Manage user and group access, including Active Directory sync and role assignments, to ensure secure, role-appropriate access to ServiceNow services and data; and provide training and support to end-users and business units in the effective use of ServiceNow.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role. Intrastate and interstate travel involving overnight absences may be required.

Key Relationships/Interactions:

- Manager Technology Governance and Assurance (line manager)
- Director, Digital, Data and Technology
- ServiceNow Product Owner
- Digital, Data and Technology Directorate Staff and Leadership
- Executives and Senior Managers and key stakeholders across the Department
- Staff in all functional areas across the Department
- Other Government and non-Government agency representatives

Budget/Delegations:

No budget or delegation accountabilities for this role.

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Understanding of ITIL Principles** – Demonstrated knowledge of contemporary information management technologies and methodologies, including understanding of and ability to adhere to IT Infrastructure Library (ITIL) processes and principles (including Change Advisory Board, release management and service transition).
2. **System Management** – Experience in managing ServiceNow (or similar) including system administration and development to promote robust and fit for purpose systems, configuration of forms, workflows, user roles, service catalogue items and knowledge articles to support business processes.
3. **System Support** – Experience in troubleshooting system issues and coordinating with technical teams or vendors to ensure timely resolution.
4. **Business Analysis Skills** – Experience in analysing user needs, gathering business requirements with strong analytical and problem solving skills to enhance user experience and process efficiency.
5. **Communication Skills** – Ability to explain technical concepts to a non-technical audience both verbally and in writing and demonstrated experience in creating and maintaining system documentation including standard operating procedures, configuration logs and training guides.
6. **User Experience Design** – Working knowledge of design concepts and context of use for systems, products and services and specifying user experience requirements and design goals.
7. **Stakeholder Engagement** – Ability to collaborate effectively across business units and negotiate with multiple stakeholders to successfully manage competing priorities and conflicts.

Qualifications:

Desirable: Tertiary qualification in a relevant discipline OR equivalent level of expertise gained from a combination of experience, training or professional accreditation. Demonstrated experience working with ITIL-based service management processes.

Key leadership competencies and expected behaviours at this classification:**Supports and implements strategic direction**

- Understands the big picture and contributes to the development of strategic direction for the BU.
- Assumes ownership of team goals and business objectives.
- Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- Delivers results and improvements to meet team objectives.
- Evaluates existing systems and resources and identifies opportunities for development and improvement.
- Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- Abides by the laws, regulations and policies determining team and individual role activities.
- Holds self and others accountable for reaching team outcomes and escalates issues where necessary.
- Monitors team/project performance and seeks feedback to guide improvements.
- Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- Adds value to the BU by setting, reaching and encouraging high performance standards.
- Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- Provides others with ongoing feedback and coaching for development.
- Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- Embeds a strong customer service ethos by understanding needs.
- Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- Seeks to understand the perspectives of others and the implication in the wider public sector.
- Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon.
- Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- Engages in strategic relationships with internal and external stakeholders.
- Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly.

Exhibits personal drive and professionalism

- Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- Promotes a culture that values respect and diversity within the team and models this in all interactions.
- Ensures a focus on wellbeing and safety for self and others and raises concerns where necessary.

Approval:

Assessed by: Anthony Halkias, HR Business Partner	<i>A. Halkias</i>	Date: 24/04/2026
Approved by: Shikha Sharma, Director Digital, Data and Technology	<i>Shikha</i>	Date: 24/04/2026