

**POSITION:** Senior Applications Analyst (Exempt)

**SALARY:** \$82,515.00 - \$128,962.00 Annually

**OPENING DATE:** 12/29/21

**CLOSING DATE:** Continuous

**GENERAL INFORMATION:**

The Port of Portland is a gateway to the globe, we operate multiple airports, marine terminals and business parks that connect people and passengers, drive economic growth, and improve our region's quality of life. Service is a core Port value and we're seeking a talented and dynamic Senior Applications Analyst to shape how we use our IT Service Management (ITSM) technology platform now and into the future. This person will help build a successful program and deliver improved services to our customers across the organization.

We are looking for someone who is motivated by partnering with business stakeholders to deliver ITSM solutions that make life easier for both the customer *and* IT. The successful candidate will have proven experience administering and developing the ServiceNow ITSM platform and have a track record of successfully leveraging the platform, and its automation capabilities, to help IT deliver high quality services with a great user experience across organizations. This person will also share our deep commitment to diversity and inclusion and advancing practices, strategies and policies that achieve equitable outcomes for all

**NOTE:** The Port of Portland is committed to ensuring the health and safety of our employees and community. As part of this commitment, all Port employees are required to be fully vaccinated against COVID-19 or have an approved medical or religious exception and accommodation as a condition of employment. **Candidates must provide proof of vaccination or have an approved exception and accommodation prior to beginning work at the Port.**

**SUMMARY OF ESSENTIAL RESPONSIBILITIES:**

- Administer and develop ServiceNow platform solutions using ITSM modules/applications including Service Catalog, Portal, Hardware Asset, Software Asset, CMDB, Knowledge, IntegrationHub and Testing Frameworks.
- Write well designed, testable, efficient code to support varied and complex business solutions.
- Maintain and develop stories/backlogs through Agile Development framework.
- Perform necessary discovery and fact-finding to fully understand more complex business problems and opportunities.
- Develop reports, dashboards, critical metrics, and SLAs to drive business optimization and goals.
- Collaborate with other IT staff to develop and deliver thoughtful solutions that meet changing business needs.
- Automate administrative and operational tasks through workflows and scripts.
- Leverage web service integrations including REST, SOAP, Connectors, etc.
- Create/Leverage Automation Testing Framework (ATF) for testing.
- Creating, testing, and debugging scripts in Service Now.

- Manage data and configurations between the Production, Test and Development instances of ServiceNow.
- Plan, schedule, and lead regular ServiceNow platform upgrades following best practices.
- Collaborate with service providers to develop and maintain ServiceNow integrations and information transfer.

## **MINIMUM REQUIREMENTS/SKILLS AND ABILITIES:**

### MINIMUM REQUIREMENTS:

- Bachelor's degree in Computer Science or Information Systems or a related field is preferred; or, the equivalent combination of education and/or relevant experience is required.
- Minimum of five (5) years' experience supporting multiple production systems.
- Proven experience working with the ServiceNow Platform as a key technical resource leading the development/configuration of ServiceNow solutions in client environments.
- ServiceNow Developer and Systems Administrator Certifications (preferred).
- Experience with managing multiple projects and establishing best practices.
- Experience with Web Technologies (XML, HTML, JavaScript, Web Services, etc.).
- Knowledge of technical components such as LDAP, VPN, REST, CSS and other similar technologies.

### SKILLS AND ABILITIES:

- A "can do" attitude with the ability to swiftly identify issues and seek creative solutions.
- Excellent written and verbal communications skills with the ability to tailor content to varying audiences.
- Multi-task in a high energy environment; proactively work through ambiguity.
- Work without supervision; apply good judgment on when to escalate matters.
- Skilled at complex project and process management.
- Proven ability with all phases of the system and software development life cycle, including research, design, development, testing, documentation, and implementation.
- Experience providing recommendations for best practices, development options and design decisions.
- Comfortable participating in cross functional projects as part of a team with members from a variety of IT and business disciplines.
- Lead small project/effort and solutions/integrations delivery, including planning, estimating, requirements gathering, issue management, tasks, procurement and training.
- Demonstrate commitment to valuing differences among individuals and a passion for equity
- Skilled at providing thorough documentation of solutions, including standard operating procedures, standards, specifications, work instructions, job-aids, and script annotations.
- Work effectively in collaboration with internal and external stakeholders.

## **ADDITIONAL INFORMATION:**

- **Safety:** The Port promotes safety as a guiding principle and practice in accomplishing work by complying with safety and health policies and procedures and consistently seeking improvements that support operational excellence.
- **Diversity and Inclusion:** At the Port, we don't just accept difference; we value and support it to create a culture of inclusiveness and fun. We are proud to be an Equal Opportunity Employer.
- **EEO/Affirmative Action Policy Statement:** The Port of Portland is dedicated to maintaining and improving a work environment, which extends equal opportunity to all individuals, regardless of their race, color, sex, age, religion, national origin, marital status, veteran status, disability or sexual orientation. Employment decisions shall be made in such a manner as to further the principle of equal employment opportunity and to comply with state, federal and local laws. We affirm through this policy statement our continuing commitment to the principles of nondiscrimination and affirmative action.

- Veterans Preference: Under Oregon law, qualified veterans may be eligible for veterans preference when applying for Port of Portland positions. If you are a veteran and would like to be considered for a veterans preference for this job, please provide the qualifying documents as instructed during the application process.
- Background Checks and Drug Testing: The Port of Portland will conduct background checks and/or drug tests for positions where such tests are required by regulation and for other safety-sensitive positions.
- ADA Accommodation: Accommodations will be considered for applicants or candidates with a qualifying disability that prevents them from participating in this process. Accommodations will be made where the Port can reasonably do so without imposing an undue hardship on the business or compromising the integrity of the recruitment process. An applicant with any disability who believes that they need an accommodation should contact Human Resources at 503.415.6000

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APPLICATIONS MAY BE FILED ONLINE AT:  
<https://www.portofportland.com/Careers>

Position #01391  
SENIOR APPLICATIONS ANALYST (EXEMPT)  
WE

7200 NE Airport Way  
Portland, OR 97218  
503-415-6000

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