AT OXFAM, WE **WON'T** LIVE WITH POVERTY.
Together we can end extreme poverty for good. Will you join us?

SERVICE NOW DEVELOPER

INFORMATION SYSTEMS DEPARTMENT

Closing date: - 23 September 2021

Interview date: - TBC

Vacancy reference: - INT7799

Oxfam is committed to preventing any type of unwanted behaviour at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and committed to promoting the welfare of children, young people, adults and beneficiaries with whom Oxfam GB engages. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.

The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation. All offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records and terrorism finance checks.

We are committed to ensuring diversity and gender equality within our organisation and encourage applicants from diverse backgrounds to apply.

Shaping a stronger Oxfam for people living in poverty.

ABOUT OXFAM

Oxfam is a global movement of people who won,t live with the injustice of poverty. Together we save and rebuild lives in disasters. We help people build better lives for themselves. We speak out on the big issues that keep people poor, like inequality, discrimination against women and climate change. And we won,t stop until every person on the planet can live without poverty.
Oxfam GB is a member of the international confederation Oxfam.

OUR TEAM

To provide a Single Point of Contact, at an operational level, for the delivery of 'live' IS services. To maintain relationships with all business divisions and meet or exceed customer expectations in the delivery of IS services.

JOB PURPOSE

The purpose of the role is to provide specialist technical advice on one significant area or several related areas to support the delivery of specific Oxfam objectives. The ServiceNow Developer will be responsible for core system configuration. Gathering and documenting user and process requirements, functional requirements, developing technical requirements, workflow customizations and supporting the Service transition teams.

Oxfam use Service Now for IT Service management and other workflow applications to support business units such as security incident management, order tracking, legal, HR.

CORE DETAILS

Location:	Bangkok, Thailand, Manila Philippines, Vietnam, Nepal
Our package:	National Pay Scale
Internal Grade:	C2
Contract type:	Full Time, Open-ended
Hours of work:	happy to talk flexible working
	40 hours per week. This is a full-time role; however, Oxfam offers various flexible arrangements which candidates can discuss with the Recruiting Manager at interview stage
This role reports to:	Service Operations Manager (Asia)
Staff reporting to this post:	No
Annual budget for the post:	N/A
Key relationships/interactions:	N/A
Screening checks:	All successful candidates will be screened through Refinitiv World-Check One to comply with counter terrorism and financial sanctions regulations.

DIMENSIONS:

- Providing business critical technical expertise using a unique knowledge set.
- Communicating with IS Service managers, business managers and staff to advise, influence and determine operational business needs.
- Implementing agreed IS strategies and policies that may include managing relationships with external organisations.
- Advising senior management on specialised areas of expertise.
- Solving operational/technical problems within their own area of expertise which may often be complex.
- Impact is significant across Oxfam not limited to OGB in own discipline.

KEY RESPONSIBILITIES

- The Developer must align with the Architects/Technical Design Team on the project responsible for corresponding technical designs to ensure design is supported by the underlying vendor software. The deliverables are expected to meet high-quality standards with good understanding of configuration management principles.

- Design, plan and implement configurations and customisations, taking responsibility for technical specifications.

- Develops the technical solutions, implements them and performs the component integration tests.
- Onboarding new customers, including new portals, rules, workflows and SLAs
- Implement and maintain access integration components (SSO, LDAP)

- Provide expertise on all technical questions related to development on of ServiceNow.

- Maintenance and continuous improvement of the processes, standards, policies, working methods, and tools.

- Ensure appropriate tools and processes are in place to have a development/production environment that is reliable and reproducible.

- Participate in ongoing production support and end user support.

- Ability to efficiently and appropriately estimate work effort requirements.

- Customise ServiceNow applications and facilitate roll out of new application and modules and configure Application UI and Configure Workflow.

Other
- Support line manager as/if required
- Occasional business travels to visit teams in different locations are required
- Required to adhere to Oxfam's principles and values as well as the promotion of gender justice and women's rights
- Understanding of and commitment to adhere to equity, diversity, gender, child safety and staff health and wellbeing principles

SKILLS, EXPERIENCE AND KNOWLEDGE

Essential

- Demonstrable experience of configuring the ServiceNow platform
- Proven track record in ITSM technologies
- Experience with development and implementation of ServiceNow ITSM modules - Incident Management, Problem Management, Configuration Management, Change
- Experience with extending the ServiceNow schema to custom applications
- Proficiency in Agile solution development methodology and in JavaScript
- Understanding of Javascript fundamentals or other transferrable programming
- Understanding of data security and using ACLs
- Be organized and analytical, able to implement on time to a project schedule, and able to handle multiple priorities in a fast-moving environment.
- Document technical solutions to a high standard
- Education to degree level in computing related such as Information Technology, Computer Science or Computer Engineer (or courses with a major computing subjects).

Desirable

- Certified Administrator, Implementation Specialist or Certified Application Developer
- Certification of ITIL
- Proficiency in AngularJS and Bootstrap
- Experience in building integrations between SerivceNow and other systems
- System integration experience using web services and other web based technologies
- Experience of developing and maintaining the Automated Test Framework (ATF)
- Good communication and interpersonal skills.
- Experience in international environment is preferable.
- Experience in Project Management, good understanding of SDLC
- Excellent English communication skill

Key Attributes

- Ability to demonstrate sensitivity to cultural differences and gender issues, as well as the commitment to equal opportunities.
- Ability to demonstrate an openness and willingness to learn about the application of gender/gender mainstreaming, women's rights, and diversity for all aspects of development work
- Commitment to undertake Oxfam's safeguarding training and adherence of relevant policies to ensure all people who come into contact with Oxfam are as safe as possible.

Organisational Values

- **Accountability** – Our purpose-driven, results-focused approach means we take responsibility for our actions and hold ourselves accountable. We believe that others should also be held accountable for their actions
- **Empowerment** – Our approach means that everyone involved with Oxfam, from our staff and supporters to people living in poverty, should feel they can make change happen
- **Inclusiveness** – We are open to everyone and embrace diversity. We believe everyone has a contribution to make, regardless of visible and invisible differences

Job Profile Template Oct 2018

Note to candidates: Shortlisted candidates will be assessed on our organisational values and attributes at the interview stage. The successful candidate(s) will be expected to adhere to our code of conduct. We encourage candidates to read and understand our code of conduct here.

At Oxfam, our job descriptions provide a guide to what might be expected in the role. Along with our strategy the job profile is used to help to shape specific objectives for employees. Employees are supported to deliver these objectives and they are annually assessed against them as part of the Oxfam performance review process. This job profile is not incorporated into the employment contract.

HOW TO APPLY

Apply online

- Go to: for external applicants: https://jobs.oxfam.org.uk
- For internal applicants: https://jobs.oxfam.org.uk/internal
- Search for the vacancy using the reference number
- Complete the online application process
- Ensure you submit your application before midnight (GMT) on the closing date. Unless a different time is specified in the advert.

What will I need

- Each recruitment is unique and you will need to follow the instructions part of the online application process. You will usually be asked to provide:

  - Your personal contact details
  - The details of your referee(s)
  - Details on how you meet the skills, experience and knowledge that are required for this role

Support and help

- Look at our how to apply section for helpful tips http://www.oxfam.org.uk/what-we-do/about-us/working-at-oxfam/how-to-apply-for-a-job
- Technical glitch? If you have any issues when submitting your application please contact recruitmentteam@oxfam.org.uk
- We are unable to accept prospective application but you can sign up for our job alerts here https://jobs.oxfam.org.uk/alertregister/

Oxfam is a Disability Confident Employer. Should you be unable to submit your application online and would prefer an alternative method please contact our recruitment team.

HOW TO FIND OUT MORE ABOUT US

Find out about everything we do - http://www.oxfam.org.uk/what-we-do

Get a feel of what it is like to work at Oxfam - http://www.oxfam.org.uk/what-we-do/about-us/working-at-oxfam/life-at-oxfam

Find out more about our pay & benefits - http://www.oxfam.org.uk/what-we-do/about-us/working-at-oxfam/what-oxfam-offers

OXFAM LEADERSHIP COMPETENCY FRAMEWORK

- **For your infortmation only. Please use criteria in the ·skills, experience and knowledge· section to demonstrate your suitability for the role.**

Competencies	Description
Decisiveness	We are comfortable to make transparent decisions and to adapt decision making modes to the context and needs.
Influencing	We have the ability to engage with diverse stakeholders in a way that leads to increased impact for the organization We spot opportunities to influence effectively and where there are no opportunities we have the ability to create them in a respectful and impactful manner.
Humility	We put ·we· before ·me· and place an emphasis on the power of the collective, nurture the team and play to the strengths of each individual. We are not concerned with hierarchical power, and we engage with, trust and value the knowledge and expertise of others across all levels of the organization.
Relationship Building	We understand the importance of building relationship, within and outside the organization. We have the ability to engage with traditional and non-traditional stakeholders in ways that lead to increased impact for the organization.
Listening	We are good listeners who can see where deeper levels of thoughts and tacit assumptions differ. Our messages to others are clear, and consider different preferences.
Mutual Accountability	We can explain our decisions and how we have taken them based on our organizational values. We are ready to be held to account for what we do and how we behave, as we are also holding others to account in a consistent manner.
Agility, Complexity, and Ambiguity	We scan the environment, anticipate changes, are comfortable with lack of clarity and deal with a large number of elements interacting in diverse and unpredictable ways.
Systems Thinking	We view problems as parts of an overall system and in their relation to the whole system, rather than reacting to a specific part, outcome or event in isolation. We focus on cyclical rather than linear cause and effect. By consistently practicing systems thinking we are aware of and manage well unintended consequences of organizational decisions and actions.
Strategic Thinking and Judgment	We use judgment, weighing risk against the imperative to act. We make decisions consistent with organizational strategies and values.
Vision Setting	We have the ability to identify and lead visionary initiatives that are beneficial for our organization and we set high-level direction through a visioning process that engages the organization and diverse external stakeholders.

Job Profile Template Oct 2018

Self-Awareness	We are able to develop a high degree of self-awareness around our own strengths and weaknesses and our impact on others. Our self-awareness enables us to moderate and self-regulate our behaviors to control and channel our impulses for good purposes.
Enabling	We all work to effectively empower and enable others to deliver the organizations goals through creating conditions of success. We passionately invest in others by developing their careers, not only their skills for the job. We provide freedom; demonstrate belief and trust provide appropriate support. We give more freedom and demonstrate belief and trust, underpinned with appropriate support.