



WILLIAM McNAMARA
COMPTROLLER

Commonwealth of Massachusetts

OFFICE OF THE COMPTROLLER

ONE ASHBURTON PLACE, 9TH FLOOR
BOSTON, MASSACHUSETTS 02108
(617) 727-5000
MACOMPTROLLER.ORG



OFFICE of the COMPTROLLER (CTR)

ServiceNow Platform Developer

FY27 - 002

About the Office of the Comptroller

The Office of the Comptroller ensures that the more than \$50 billion in annual transactions authorized by the general appropriations act and supplemental appropriations are executed in accordance with all statutory requirements and recorded in compliance with accounting standards. We also oversee capital assets, federal funding inflows, and other transactions. We also own and maintain statewide payments and payroll systems, safeguarding critical financial information. We operate in support of our partners, the financial staff at more than 150 departments and agencies across the Commonwealth.

As stewards of the public trust, we aspire to inspire confidence by maintaining our core principles: clarity, integrity, and accountability.

The powers and obligations of the Office of the Comptroller are generally dictated by M.G.L. c. 7A.

Summary of Comptroller Technology Group (CTG) Team

Comptroller Technology Group (CTG) delivers critical IT services to ensure the smooth operation of daily business activities while supporting the strategic objectives of both the Office of the Comptroller and the Commonwealth of Massachusetts. CTG is tasked with maintaining and enhancing essential enterprise-wide systems that underpin state operations, including Mosaic (the Commonwealth's financial systems), CTHRU (the transparency platform for government spending), and VendorWeb (the payment portal for state vendors). CTG plays a pivotal role in managing several key relationships, including the Executive Office of Technology Services and Security (EOTSS), over 150 state departments, and external vendors.

Position Summary

The Office of the Comptroller is seeking a ServiceNow Platform Developer to assess, redesign, configure, and improve CTR's ServiceNow environment. This position will serve as a hands-on technical lead responsible for assessing current-state, rebuilding, and maturing the agency's ServiceNow platform.

This role requires someone who can both design the right platform structure and personally execute the configuration, development, cleanup, documentation, and implementation work. The successful candidate will work closely with Comptroller Technology Group leadership, the Solution Desk Team, the Operations Team, technical teams, business stakeholders, and external partners to improve how CTR uses ServiceNow to manage work, communicate status, track service delivery, and support agency operations.

The ServiceNow Platform Developer will lead the assessment, maintenance, and continuous improvement of CTR's, current ITSM, ITAM, and CSM modules, while evaluating and supporting future needs.

The ServiceNow Platform Developer will help establish sustainable platform governance, development standards, documentation, reporting practices, and a roadmap for ongoing ServiceNow maturity.

Specific Duties

The specific duties of this position include but are not limited to the following:

- Assess CTR's current ServiceNow configuration, workflows, forms, service catalog, assignment groups, roles, notifications, dashboards, reports, and related processes.
- Redesign and improve ServiceNow intake, incident, request, change, knowledge, service catalog, and fulfillment processes to better support CTR operations.
- Perform hands-on ServiceNow configuration and development, including forms, lists, tables, business rules, portals, client scripts, UI policies, flows, workflows, approvals, notifications, catalog items, and related platform components.
- Build and maintain ServiceNow reports and dashboards that provide clear operational visibility for leadership, technical teams, service desk staff, and business stakeholders while constantly improving as needed
- Review and improve assignment groups, roles, permissions, access controls, and platform security practices in coordination with CTR leadership and applicable enterprise standards.

- Improve requester-facing ServiceNow visibility, including ticket status, customer-visible updates, fulfillment progress, completion details, and communication templates.
- Develop and maintain ServiceNow service catalog items, request workflows, knowledge articles, templates, and self-service capabilities.
- Support ServiceNow integrations with identity, email, monitoring, endpoint management, asset, reporting, and other enterprise systems as needed.
- Help define ServiceNow platform governance, including development standards, release practices, testing expectations, documentation standards, and change control.
- Partner with the external Solution Desk and the internal service desk and technical teams to improve ticket routing, categorization, prioritization, escalation, service level tracking, and operational reporting.
- Identify opportunities to reduce manual work through automation, workflow improvements, better forms, improved catalog design, and clearer business rules.
- Document platform configuration, processes, workflows, technical decisions, and support procedures.
- Provide training, guidance, and knowledge transfer to CTR technical staff and business users.
- Work with vendors, EOTSS, and other Commonwealth partners as needed to support platform improvements and integrations.
- Participate in planning, prioritization, testing, implementation, and post-implementation review of ServiceNow enhancements.
- Perform other related duties as assigned.

Preferred Qualifications:

- Preferred Certifications:
 - ServiceNow Certified System Administrator (CSA).
 - ServiceNow Certified Application Developer (CAD).
 - Certified Implementation Specialist - IT Service Management (CIS-ITSM).
 - Certified Implementation Specialist - Data Foundations, including CMDB and CSDM (CIS-DF).
 - Certified Platform Owner Associate (CPOA).
- Experience leading or significantly contributing to a ServiceNow cleanup, redesign, implementation, or maturity effort.
- Strong hands-on experience with ServiceNow configuration and development, including Flow Designer, business rules, client scripts, UI policies, catalog items,

- approvals, notifications, forms, lists, tables, and reporting.
- Experience with ITSM, ITAM, and CSM processes, including incident, case, request, change, problem, knowledge, service catalog, service level management, and operational reporting.
- Experience improving service desk operations, ticket routing, assignment groups, service catalog design, fulfillment workflows, and customer-facing ticket visibility.
- Experience with ServiceNow reporting, dashboards, performance metrics, and executive or operational reporting.
- Experience with CMDB, CSDM, asset data, service relationships, or data quality improvement.
- Experience integrating ServiceNow with Microsoft Entra ID, email, endpoint management, monitoring, asset management, reporting, or other enterprise systems.
- Experience working in a government, public sector, financial, regulatory, or other highly controlled environment.
- Ability to translate business needs into practical ServiceNow designs and then personally configure, build, test, and document the solution.
- Strong written and verbal communication skills, including the ability to explain technical concepts to non-technical stakeholders.
- Strong documentation habits and the ability to create clear technical, operational, and user-facing documentation.
- Ability to work independently, manage competing priorities, and drive improvements from assessment through implementation.

Required Qualifications:

- Demonstrated experience administering, configuring, developing, or implementing ServiceNow in an enterprise environment.
- Strong understanding of ServiceNow ITSM, ITAM, and CSM capabilities, including incident, case, request, change, knowledge, service catalog, notifications, assignment groups, roles, reporting, and dashboards.
- Demonstrated ability to perform hands-on ServiceNow development and configuration, not solely advisory or project management work.
- Experience gathering requirements from technical teams, service desk staff, business users, and leadership, and translating those requirements into working ServiceNow solutions.

- Experience creating or improving ServiceNow workflows, catalog items, approvals, forms, reports, dashboards, and customer-facing communications.
- Ability to assess an existing ServiceNow environment, identify gaps, recommend improvements, and execute approved changes.
- Understanding of IT service management principles, service desk operations, ticket lifecycle management, escalation, prioritization, and operational reporting.
- Ability to test, document, and support ServiceNow changes across development, test, and production environments.
- Ability to communicate clearly with technical and non-technical audiences.
- Ability to handle sensitive operational, personnel, financial, and system information with appropriate discretion.
- Ability to work both independently and collaboratively in a hybrid work environment.

Minimum Entrance Requirements:

Applicants must have at least (A) five years of full-time, or equivalent part-time, professional experience in electronic data processing, of which (B) at least three years must have been in work in which the major duties included computer systems analysis, or (C) any equivalent combination of the required experience and the substitutions below.

SUBSTITUTIONS:

I. An Associate's degree with a major in the field of data processing or computer programming may be substituted for a maximum of one year of the required (A) experience.*

II. A Bachelor's degree with a major in the field of data processing or computer and/or information science may be substituted for a maximum of two years of the required (A) experience.*

III. A Graduate degree with a major in the field of data processing or computer and/or information science may be substituted for a maximum of two years of the required (A) experience.*

IV. A diploma for completion of a two year fulltime, or equivalent parttime, program and a recognized non-degree granting business or vocational/ technical school above the high school

level with a major in the fields of computer programming maybe substituted for a maximum of one year required (A) experience. *

V. An official transcript from a recognized business or vocational/ technical school as evidence of completion of a program consisting of at least 650 hours of instruction in the field of computer programming may be substituted for a maximum of one year of the required (A) experience*.

VI. Graduation from the data processing course of a recognized vocational/ technical high school maybe substituted for a maximum of one year of the required (A) experience.

*Education toward such a degree or diploma will be prorated on the basis of the proportion of the requirements actually completed.

NOTE: No substitution will be allowed for more than two years of the required (A) experience.

NOTE: No substitution will be allowed for the three years of the required (B) experience.

<u>Bargaining Unit / Salary Range</u>	NAGE UNIT 6 / TPL: Senior Systems Programmer (PDPP) / \$ 100,000 - \$ 135,000
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As per the Unit 6 Collective Bargaining Agreement between the Commonwealth of Massachusetts and the National Association of Government Employees. The range is based upon a series of steps. Any potential offer is determined based upon an analysis of the minimum entrance requirements, the candidate's relevant work experience and educational achievement level.

Comprehensive Benefits Package:

When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work experience that supports you, your loved ones, and your future.

CTR is pleased to offer a comprehensive benefits package to its employees. The specific components and eligibility may vary based upon position classification, hours worked per week and other variables. Therefore, specific benefits for this position may be discussed as part of the interview and offer process.

The overall benefits available include paid vacation, sick and personal leave time, health, dental and vision insurance, and optional pre-tax Health Savings Account plans.

CTR employees also participate in the Commonwealth's State Retirement Plan, which can become a defined benefit plan for those that both vest and subsequently retire from State

service. Follow this link for additional retirement information:

<http://www.mass.gov/treasury/retirement/state-board-of-retire/>

In addition, CTR provides employees the opportunity to elect life insurance, long term disability insurance, deferred compensation savings, tuition remission, pre-tax commuter account plans, along with other programs. This position may be eligible for the federal Public Service Loan Forgiveness (PSLF) program administered by the Federal Government.

CTR Hybrid-Work Model

CTR operates under a Hybrid work model. Under this policy, employees are currently required to work a minimum of four business days per month (two set by management and two set by the employee) on-site at CTR's Boston office and may work remotely the remainder of the time at a location approved by their supervisor, so long as they comply with the requirements of the telework policy. Under this policy, all employees must be able to report to the Boston office with little or no notice, even including the same workday should an exigent circumstance arise. Therefore, a reasonable proximity to the office is necessary. CTR does not reimburse for employees to travel to the office.

On-site work is an essential function of this position.

In addition, the successful candidate may be required to work primarily on site in Boston during the initial training and orientation period and/or for certain positions a primarily on-site role may be necessary.

Commitment to Diversity:

CTR is committed to building a diverse staff at all levels across its entire agency.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law.

CTR is an Equal Opportunity Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

Application Process:

The Office of the Comptroller encourages interested candidates that meet the minimum entrance requirements and qualifications to apply for this position.

Interested candidates must submit their application, no later than 5:00 pm, on **August 20, 2026**, at <https://careers.macomptroller.org/jobs/Careers>.

Submissions should include the following:

- a cover letter; and
- resume.

Candidates chosen to advance to a second-round interview will also be required to submit:

- three business writing samples; and
- three professional references.

Late submissions may be considered solely at the discretion of CTR.

Required Background Check – Including Tax Compliance:

CTR requires a background check on all prospective employees as a condition of employment.

Candidates should know that the background check is not initiated until:

1. A candidate is invited to a second or subsequent interview and
2. The candidate has signed the Background Check Authorization Form and related releases.

This background check includes:

- a Criminal Offender Record Information (CORI) check,
- Commonwealth Department of Revenue state tax compliance.

Candidates with advanced degrees and professional licenses may have these credentials verified.

Individuals other than those references provided by a candidate may be contacted in the course of completing a full background and qualification check.

Further Information:

ServiceNow Platform Developer
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Please visit <https://www.macomptroller.org> for more information about the Office of the Comptroller.