

Analyst, ESM Administration and Development

1 – Permanent Position

Information Technology Services

CUPE Local 4400 Unit C - Grade O (12 Month)

\$48.73 - \$57.27 per hour

The Toronto District School Board adheres to equitable hiring, employment and promotion practices.

Reporting to the Manager, Enterprise Service Management System, the Analyst, ITSM Administration and Development is responsible and accountable for managing and ensuring the readiness of the mission critical IT Service Management/Enterprise Service Management platform (e.g. ServiceNow) in support of the Enterprise Support functions, as well as other Enterprise Client/Server and SaaS applications.

Summary of Duties:

- Responsible for maintaining the Enterprise Service Management (ESM) systems in both production and pre-production environments;
- Responsible for design and execution to update, or implement new modules or expand existing functionality for the ESM system;
- Test and evaluate upgrades or software patches on the Development Server, and when stable, implement application changes as required on the Production server to ensure optimization of the Software;
- Research and recommend to the Manager, Enterprise Service Management System, new application modules required to enhance the performance of the ESM system;
- Assist with administration and maintenance of user accounts to ensure accuracy and consistency of data;
- Define requirements, workflows, participate in all build/configuration, testing, and implementation activities to meet specifications of a project or service request;
- Set-up and maintain listings of groups, locations, users, assignments, categorizations and other application data;
- Responsible for ensuring health of the system, performance, scheduling and monitoring of all required maintenance and software upgrades;
- Manage Discovery processes and related Service-Mapping settings/processes;
- Maintain health of CMDB;
- Participate in the design/implementation of application changes to meet the on-going need of the Enterprise Support Operations;
- Responsible for documenting and maintaining a detailed record describing every step performed of all changes or updates including modifications description, impact assessment, and procedures to restore back if problem discovered;
- Develop preventive, corrective predictive maintenance processes and performance monitoring, reporting and optimization methods and tools to increase performance;
- Research, resolve and respond to highly technical complex questions in accordance with current standards;
- Act at the highest level of escalation for technical problem resolution for any problems with the ESM system;
- Manage outstanding problem escalations and time-sensitive issues, determine appropriate action;
- Execute project activities as directed by the Manager, Enterprise Service Management System;

- Liaise with vendors on an on-going basis to acquire, maintain and expand knowledge of relevant products, product upgrades, support policies, new directions, and methods of support delivery, to provide technically reliable solutions;
- Responsible for communicating scheduled interruptions, or exceptions to the client base as well as issues affecting the operations of the system, outages, and disruptions;
- Identify, integrate and test IT Tools requirements to enhance ESM system and ensure compatibility through testing;
- Periodically may be assigned to other functional areas within Information Technology;
- Other related duties as assigned.

Qualifications:

- University Degree in Computer Science or related field with three years progressively responsible experience with application management and development within an Information Technology environment or an equivalent combination of education and experience;
- Strong experience in ServiceNow administration and support;
- Working experience and strong knowledge of ServiceNow modules such as ITSM, CSM, SPM, GRC, HRSD, Employee Center Pro, ITOM, Integration Hub, CMDB, Discovery, Service Mapping, Change and Asset management, mobile applications;
- Strong experience with ServiceNow development and support technologies (Scripting, JavaScript, XML, Web Services, HTML5, CSS, Angular JS, Apache Jelly, JQuery/node.js/Bootstrap);
- Experience in implementation of ACL, Customized Service Catalog management and email notifications;
- Experience creating ESM dashboards and using script elements such as business rules, client and UI scripts to automate ITIL processes and improve the user experience;
- Experience with design and integration of ServiceNow modules with third party vendor tools using REST/SOAP API interfaces;
- Hands-on experience with relational database management systems such as Oracle and SQL;
- Strong understanding of inter-relationship of network systems and protocols (and related network/connectivity hardware and software components);
- Understanding of contents and intent of the customer Service Level Agreements and strong commitment to client services;
- Understanding of I.T. information/process/technology overall architectures (main features);
- Understanding of I.T. performance measurement program;
- Experience in analyzing predictive and operational indicators and developing solutions;
- Working knowledge of Client/Server and SaaS software applications;
- Working and technical knowledge of client workstation technology infrastructure products;
- Good oral, written, interpersonal and organizational skills;
- Strong analytical, reasoning and problem-solving skills;
- Proven ability to work under pressure and consistently meeting deadlines;
- Project management and time management skills.

Special Requirements:

- Must be available for overtime as required;
- Occasional travel across TDSB sites.

Assets:

- Certification acquired in ServiceNow – System Administrator, Application Developer ITIL.;
- Knowledge and experience of DevOps and Agile delivery.

Location: 140 Borough Drive, Wheelchair Accessible

Shift: 8:30 a.m. – 4:30 p.m. *Subject to operational needs

Work Year: 12 Months, Hybrid Work Eligible

Hours: 35 hours per week

Please note:

Applications **must** be submitted:

1. In résumé form with a covering letter to: ApplicationS@tdsb.on.ca
2. With competition # **CUPE C-26-1011UE** in the subject line
3. Apply no later than 4:30 pm on **February 10, 2026**.

Only applicants selected for an interview will be contacted. Applications will not be acknowledged in writing.

We strive to meet the accommodation needs of persons with disabilities. Applicants are encouraged to make their needs for accommodation known in advance during the hiring process.

The TDSB follows a hybrid work structure where some employees may be able to work remotely at times, based on operational requirements. Please refer to [Policy P103](#), Flexible Working Arrangements for more information.