

SNOHOMISH COUNTY JOB DESCRIPTION
BUSINESS APPLICATIONS SUPPORT 4 - DIS

Spec No. 3349

BASIC FUNCTION

The Business Applications Support 4 - DIS is responsible for support for client applications, software products, databases, and electronic records. A person in this position applies advanced knowledge and skills in supporting multiple integrated specialties to provide creative, practical solutions. The position regularly represents a specialty area on a variety of teams, effectively applying working knowledge of project management. Acts independently with an understanding of strategic critical thinking, and communicates effectively. This work is performed at the enterprise level.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Applies advanced knowledge and skills in multiple integrated specialties with proficiency in all job functions related to support, maintenance, operation and administration of business applications, systems, networks, and personal productivity devices and network appliances.
2. Provides creative, practical support solutions, consulting with higher level staff as needed, in a wide range of complex problems that affect a large number of users, require a large amount of resources, are of long duration and/or high risk; and designs/creates programs, data structures and reports in the area of applications.
3. Regularly represents specialty area on a variety of teams; mentors, directs, leads or supervises staff at 1-2 levels below; leads small groups; and is able to shape significant positive change in work correlated with support, maintenance, operation and administration of business applications, systems, networks, and personal productivity devices and network appliances.
4. Effectively applies a working knowledge of project planning, management and methodologies in projects that incorporate support, maintenance, operation and administration of business applications, systems, networks, and personal productivity devices and network appliances.
5. Acts independently, with understanding of complex support and maintenance issues, consequences for a large number of users, impact of using a large amount of resources, short and long term implications, and/or potentially high risk. Exercises considerable judgment in determining objectives of assignments.
6. Demonstrates understanding of advanced, rigorous thinking skills on complex issues. Displays an awareness of how to analyze, prioritize, abandon prejudices and previous ideas, and apply practical considerations. Handles assignments across multiple specialties and in roles associated with the area of supporting applications.
7. Communicates effectively with others by developing and presenting material in written, verbal and graphic format about complex issues about applications.

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STATEMENT OF OTHER JOB DUTIES

8. May perform any of the duties and responsibilities of all lower level positions. May perform duties at the same level from other specialty areas. Performs other duties as assigned.

MINIMUM QUALIFICATIONS

A Bachelor's degree and IT certification in a directly related specialty is preferred; AND three (3) years directly relevant IT experience; OR any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass criminal background check. Must pass job related tests.

KNOWLEDGE AND ABILITIES

Knowledge of:

- the tools, standards, methods, best practices and industry trends applicable to this specialty (advanced knowledge);
- working knowledge of project planning, management, and methodologies.

Ability to:

- understand and follow county and state regulations, policies, etc.;
- regularly represent specialty area on various project teams;
- continue to be knowledgeable about current and emerging technologies;
- work well with others;
- provide direction;
- support resolution of conflicts and difficult technical decisions.;
- demonstrate strong written and verbal communication skills;
- use personal computer technologies to enhance job proficiency;
- create effective system documentation;
- communicate with others regarding potential and actual technical problems;
- thrive in a service oriented environment, interpreting client needs.

SUPERVISION

The employee works independently, with minimal supervision.

WORKING CONDITIONS

The work is generally performed in typical office conditions. Customers are primarily internal at the County. Job requires regular contact outside Department of Information Services. Will perform some field work in certain specialty areas. Some repetitive movements at a computer or business machine. May require moderately frequent lifting and moving of up to 50 pounds, kneeling, bending, walking and climbing. May be assigned work shifts consistent with 24 hours/day, 7 days/week production or coverage. May be on call 24 hours a day, and

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occasionally attend off-shift meetings or project activities. Service oriented environment with frequent interruptions. Occasionally operates motor vehicle.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: March 2008

EEO Category: 2 - Professionals

Pay Grade: 772 - Information Systems Pay Plan

Workers Comp: 5306 Non-Hazardous