

# **SNOHOMISH COUNTY JOB DESCRIPTION**

## **IT MANAGER - SYSTEMS**

Spec No. 1067

### **BASIC FUNCTION**

To plan, organize, and direct the programs and functions of the Systems Division, including developing, managing and coordinating data center operations, network operations, PC support, engineering services, data security and telecommunications services provided to County departments by the Department of Information Technology (DoIT).

### **STATEMENT OF ESSENTIAL JOB DUTIES**

1. Plan, organize, supervise, and evaluate the work of subordinate employees in concert with appropriate management direction.
2. Plan, organize, supervise, implement, and evaluate an ongoing program of Information Services Systems Support and client department support and training on the County applications and software packages licensed and supported by Information Services and used on supported computers.
3. Plan, organize, supervise, implement, and evaluate a program of client problem coordination and tracking so that a) the client has one point of contact for problem submittal, b) the problem will be referred to the correct resource for resolutions, and c) will be tracked from the time of submittal through resolution.
4. Prepare frequent, regular and consistent periodic reports of pertinent information concerning customer services activities, as required.
5. Develop divisional training priorities to the appropriate management.
6. Assist in the development, implementation, and monitoring of standards and procedures concerning training, associated system documentation, client information distribution, client problem tracking, and other related subjects, as required.
7. Select, or assist in the selection of personal computers, personal computer software, telecommunication, and local and wide area network hardware and software; participate in or supervise local and wide area network planning and design.
8. Perform other duties as required.

### **MINIMUM QUALIFICATIONS**

A Bachelor's degree in public or business administration, computer sciences or related managerial, technical or scientific field; AND, a minimum of five (5) years of data processing related experience, including: project management, data processing hardware and/or software maintenance, direct customer contact for the purpose of identifying and solving data processing requirements and associated issues; preparation of end user documentation and of technically oriented training materials; acquiring and maintaining data processing related equipment inventories; AND, three (3) years of supervisory experience; OR, any combination of experience/education which would demonstrate the ability to perform the work. Must pass job related tests.

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### SPECIAL REQUIREMENTS

Candidates for employment must successfully pass a criminal background investigation, which includes fingerprinting.

### KNOWLEDGE AND ABILITIES

Knowledge of:

- the principles and practices of program planning, organization, and administration
- modern computer technology
- current literature, developments, and trends in the field of data processing
- the competitive acquisition process
- systems management and support
- technical training techniques

Ability to:

- write and speak in a clear and concise manner
- work independently with minimum supervision
- supervise data processing consultants
- communicate effectively with technical and non-technical county management staff
- interact smoothly and positively with both client managers, staff, and data processing personnel
- effectively supervise, train, coordinate, and evaluate the work of subordinate employees
- establish and maintain effective work relationships with superiors, peers, associates, subordinates, and the general public

### SUPERVISION

The employee reports to the county's Chief Information Officer (CIO)/Director of Information Technology (DoIT). The work is performed with considerable independence and is reviewed through periodic reports and meetings.

### WORKING CONDITIONS

The work is performed in the usual office environment. Employee is on call during off duty hours.

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

[EEO policy and ADA notice](#)

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Class Established: October 1991 as Office Automation Manager  
Revised and Retitled: February 2002  
Revised: April 2012, February 2019  
Revised and Retitled: November 2014 as Systems Manager-DIS  
Retitled: December 2014 as IT Manager - Systems  
EEO Category: 1 – Officials and Administrators  
Pay Grade: 113 - Management Exempt Pay Plan (SCC 3.68 & 3.69)  
Workers Comp: 5306 Non-Hazardous