

# SNOHOMISH COUNTY JOB DESCRIPTION

## SYSTEMS SUPPORT 4 - DIS

Spec No. 3368

### BASIC FUNCTION

Responsible for planning, coordination, communication, support, maintenance and acquisition of hardware and software systems consistent with existing standards, methodologies and service level agreements for moderately complex systems that affect one department or large workgroup. This position applies advanced knowledge and skills in supporting multiple integrated specialties to provide creative, practical solutions.

### 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 system and server hardware, software, databases and components.
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 systems, database and system peripherals engineering.
3. 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 system and server hardware, software, databases and components.
4. Applies a working knowledge of project planning, management and methodologies in projects that incorporate support, maintenance, operation and administration of system and server hardware, software, databases and components.
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 systems, database and system peripherals engineering.
7. Communicates effectively with others by developing and presenting material in written, verbal and graphic format about complex issues about systems, database and system peripherals engineering.

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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 in information technology, computer science, business administration or related field; 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.

### SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required.

### PREFERRED QUALIFICATIONS

IT certification in a directly related specialty is preferred.

### KNOWLEDGE AND ABILITIES

Knowledge of:

- the tools, standards, methods, best practices and industry trends applicable to this specialty
- 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

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#### 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 Technology (DoIT). Will perform some field work in certain specialty areas. Some repetitive movements at a computer.. May require occasional lifting and moving of up to 50 pounds. On-call during off duty hours and required to work evenings, weekends and holidays as necessary. May be assigned work shifts consistent with 24 hours/day, 7 days/week coverage.

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

Revised: November 2017

EEO Category: 3 - Technicians

Pay Grade: 774 – Information Services Pay Plan

Workers Comp: 5306 Non-Hazardous