

## **SNOHOMISH COUNTY JOB DESCRIPTION**

### **TELEPHONE AND NETWORK ENGINEERING SUPERVISOR**

Spec No. 3312

#### **BASIC FUNCTION**

To supervise telephone and networking activities within the Department of Information Technology (DoIT), and work with all client departments in the areas of supervision of systems and network analysis, engineering, procurement, implementation, and modification. Ensure all telephony and networking hardware, software, databases, and network systems projects are sustainable, economical, and efficient in operation for all facets of digital and analog communications throughout Snohomish County.

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

1. Provided supervision and leadership of assigned DoIT Telephony and Network Engineering staff as well as manage all applicable technical resources, schedules and work; provides assistance and training; completes periodic employee performance evaluations of assigned staff and administers progressive discipline as required.
2. Supervises the design, analysis, engineering, and management of projects, recommendations, cost benefit statements, specifications, selection and acquisition processes for proposed hardware, software, database and network systems to meet requirements based on information from clients and other support areas efficiently and economically for the county for the life of the system.
3. Provides supervision or assistance to other employees on assigned projects; reviews work for completeness, timeliness and accuracy; assists and trains employees as necessary; analyzes and resolves technical problems and questions, which other technical resources cannot answer.
4. Oversees, directs and assigns installation and maintenance tasks for telephony and networking hardware, software, databases and network systems at currently supported release levels; ensures that implementation conforms to departmental standards and that internal modifications are provided only by the appropriate development or vendor resource.
5. Directs the design, engineering, administration, security, monitoring and change control for telephony and networking hardware, software, databases and network systems to ensure optimum performance; oversees reconfiguration as needed to accommodate growth and/or changes in applications consistent with standard principles and practices.
6. Evaluates telephony and networking hardware, software, database and network service outages to ensure that they are resolved in an orderly, timely manner and to reduce instances and recurrences.
7. Supervises telephony and network engineering activities with associated application programmers, vendors, and departmental technology resources to ensure that necessary systems changes meet departmental and county standards and ensure proper support is provided.

#### **STATEMENT OF ESSENTIAL JOB DUTIES (Continued)**

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8. Coordinates the recovery and preparation of telephony systems backup processes to insure the safe and smooth restoration of business operations in the event of technical failure or disasters.
9. Leads the preparation of Telephony and Networking hardware, software, database and network systems documentation, periodic project plans, cost estimates, procurement documents, status reports, meeting materials, newsletters, budget and management reports.
10. Participates in and conducts meetings with assigned staff, clients, vendors and associated technology groups.

#### **STATEMENT OF OTHER JOB DUTIES**

11. Will be required to perform all the duties of subordinate level classifications.
12. Performs related duties as required.

#### **MINIMUM QUALIFICATIONS**

A Bachelor's degree in Electrical Engineering, Computer Science, Software Engineering, Data Processing or related field; AND, seven (7) years of progressively responsible data processing work experience which includes six (6) years of Telephony and Networking Systems Engineering with demonstrated lead and supervisory responsibilities; OR any combination of training and experience that provides the required knowledge and skill. Must pass job related tests.

#### **SPECIAL REQUIREMENTS**

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

#### **KNOWLEDGE AND ABILITIES**

Knowledge of:

- supervisory methods and techniques
- existing County standards, hardware, and software to accomplish assigned duties
- existing and emerging industry trends in technology business solutions with related telephony and networking hardware, operating system, and software configuration requirements
- configuration commands and procedures associated with current telephony and networking, and system equipment and peripherals

#### **KNOWLEDGE AND ABILITIES (Continued)**

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- concepts and techniques for telephony and networking hardware, software, and databases
- telephony and network technology engineering, support, and network management methods
- project management methods, tools, and techniques
- methodology for problem analysis, engineering, testing, and implementation of telephony and network components and protocols
- advanced telephone systems diagnostic methodologies, as well as network diagnostic methods and tools

#### Ability to:

- effectively supervise, train, coordinate, and evaluate the work of subordinate employees
- operate personal computer, peripheral equipment, and standard office automation software including word processing, spreadsheet, and databases
- establish and maintain positive and effective work relationships with clients, superiors, associates, and vendors
- communicate effectively both verbally and in writing with technical and non-technical clients and staff
- provide supervision and project leadership to team members on implementation projects and special assignments
- think clearly, prioritize tasks, and efficiently solve technical problems
- organize workload and assume responsibility for meeting deadlines while working under pressure
- read, understand, and apply technical manuals and procedures
- maintain and develop project records, track expenditures, and prepare necessary reports
- use operating system utilities, management and monitoring tools
- configure and install telephony as well as networking hardware and software
- analyze and resolve operational problems, and help others to do so
- exercise good judgment as to when to act independently and when to refer situations to higher authority

#### SUPERVISION

The employee reports to a technical manager or another administrative person as assigned. The work is performed with considerable independence and is reviewed through periodic reports and meetings.

#### WORKING CONDITIONS

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The work is performed in a normal office environment with trips to various worksites. The employee may be on-call during off duty hours and may be required to work evenings, weekends and holidays as necessary to ensure uninterrupted, 24 hours a day, seven days a week service.

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: October 2002

Revised: February 2019

EEO Category: 2 - Professionals

Pay Grade: 754 – Information Services Pay Plan

Workers Comp: 5306 Non-Hazardous