



IT SYSTEMS ENGINEER 2

Department: Finance
Job Class #: 632400
Pay Range: Professional 16

FLSA: Exempt
Represented: No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION:

This is high-level technical, analytical, and customer-oriented work within the areas of Server Systems, User Systems, Network Systems, Data Center Facilities and the Service Desk for the IT Operations Division of the Information Technology Division of Finance. This position provides technical expertise and analysis to IT Operations clients in a broad range of information technology disciplines areas. Work involves delivering services that help optimize the use of information technology to the highest benefit of the County.

SERIES CONCEPT: The IT Systems Engineer 2 is the second classification level in the series. This classification is distinguished from other IT Systems Engineers by an increased complexity and scope of assignments, broader range of duties, and level of authority and independence required to perform job functions.

ESSENTIAL FUNCTIONS:

Within one or more “Operational Focus Areas” provide “IT Service Delivery Functions” per the internationally-recognized ITIL framework (Information Technology Infrastructure Library):

Operational Focus Areas:

Server Systems

- Provide a broad range of operational support for a variety of server platforms which may include server hardware, storage and backup complexes, operating systems and peripherals that support critical County-wide systems. Operational support involves hardware /software multi-component functional problem analysis and authority to initiate corrective actions related to operational incidents, product operation, and installation.
- Participate in technical strategic planning and implementation of new server technology standards within expertise areas.
- Perform full range of skilled technical and analytical functions for critical back end application and database system implementation and operational support. This includes, but is not limited to, complex incident/problem resolution involving multiple components / services; approval of standard change testing / implementation; performance analysis and approval of system tuning changes; and preparing / performing custom installations / setups.

User Systems

- Provide critical operational support for a variety of user system platforms including handheld, desktop, workstation and laptop hardware, associated operating systems and application software.
- Specialize in providing skilled technical support for the entire County within specific assigned hardware or software tool areas.
- Participate in technical strategic planning and implementation of new user system platform technology standards.
- Provide advanced direct consulting services for customer departments regarding technology budgeting, computing solutions, client oriented technology project implementation, re-location

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services, user application productivity including meeting training needs.

Network Systems

- Provide critical system analysis, expertise, and operational support for all Pierce County data networks including networking hardware, operating systems, cabling and peripherals that support mission critical County systems.
- Participate in strategic planning and implementation of new networking technology standards to assure County's bandwidth and uptime needs are continually met.

Data Center Facilities

- Provide skilled design, implementation and operational support for all Pierce County data centers and IT equipment rooms including facility power, UPS, cooling, humidity control, fire and safety systems, racking, cabling management, and security.
- Participate in technical strategic planning and implementation of new data center technologies to assure County's uptime needs are continually met.

Service Desk

- Provide advanced operational support for user identity management, user name provisioning, system access, and password management.
- Provide critical operational support for tracking, management, and timely resolution of requested services and of reported County incidents, including major incidents impacting multiple County users; and acting as a senior role on the Incident Response Team that responds on-site to customer problems.
- Provide skilled knowledge and expertise regarding incidents and provide advanced service level on Incident Response Team, responsible for escalated calls at a second tier level within Service Desk,
- Lead efforts to create and modify Service Desk processes and documentation prior to new system rollout to assure Service Desk ready to handle release.

IT Service Delivery Functions:

Participate in ITIL Service Strategy and Design for assignment areas including:

- Maintain up-to-date knowledge regarding changes in the IT industry, share ideas with supervisor, and collaborate to propose changes based on these developments.
- Analyze and clearly communicate (both written and oral) issues requiring IT strategic decisions.
- Recommend technical strategic direction to supervisor for assignment areas.
- Recommend new and changes to County standards for assignment areas.
- Cooperatively meet County business requirements by proactively working with customers County-wide defining enterprise needs and solutions.
- Proactively work with IT Ops management to budget for assignment areas.
- Participate in RFP solution teams including working with external professional services to supplement resources and expertise.
- Ensure accurate use of division service consumption and asset management systems.

Perform ITIL Transition Phase activities for assignment areas including Transition Planning and Support, Change Management, Release Management, Knowledge Transfer, Asset Management and Knowledge Transfer including:

- Apply new processes to assignment areas to improve efficiency.

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- Execute IT projects in assignment areas. Contribute on divisional teams in large IT projects.
- Participate in IT policy language revisions; draft IT procedures that may apply County wide; document system information; assure documentation needs met for assignment areas; and assure all up-to-date information is maintained in assignment areas.
- Ensure successful changes made in all aspects of assignment areas by following proven transition planning, release management and change management processes.
- Ensure appropriate education available and delivered to IT staff and County users in assignment areas.

Perform smooth ITIL Operation Phase activities in assignment areas including:

- Responsible for successful service provision within assignment areas.
- Perform the high level technical functions in desktop environment, networking, administration, data resource management, and/or server environment.
- Proactively manage technical and customer support and workload.
- Solve complex problems referred by other staff. Manage incident resolution in assignment areas.
- Approve assignment area hardware/software purchase requisitions.
- Support demanding customers.
- Collaborate with others to perform information security management services for assignment areas based on management expectations, County policies and best practices.

Proactively address ITIL Continual Service Improvement Phase activities in assignment areas.

- Participate in marketing of services, projects, and resources.
- Track and report on performance measurements for services in assignment areas looking for opportunities to improve to service delivery.

OTHER JOB FUNCTIONS

- Mentor new and junior staff across all teams within the IT Operations division.
- Partner with colleagues to build effective working relationships and to provide collaborative service to our customers.
- Work in a teamwork based environment, communicating effectively with all levels of staff and management.
- Manage time and resources.
- Prepare reports and deliver presentations.
- Perform administrative tasks and other job functions as required.

SUPERVISION RECEIVED AND EXERCISED: An employee in this class works under the general direction of an IT Systems Engineer, Lead or Supervisor who observes work through assignments and projects to evaluate results achieved.

WORK ENVIRONMENT:

The work environment characteristics described herein are representative of those an employee encounters while performing the essential job functions. Work is performed in an office and IT equipment room environment. Work in construction areas to support IT needs for new and remodeled County office areas may be required. Ability to work after normal County business hours, including weekends, for customer support, a scheduled function, or in an on-call capacity required.

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PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. Physical activities required are hand and finger dexterity necessary to operate equipment used in the position, talking, seeing and hearing. Walking, sitting, climbing and descending ladders, bending/stooping, working in and entering confined areas, pushing/pulling, and unassisted lifting associated with the job duties is required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of organization.
- Information technology and trends.
- Training techniques and skills to deliver effective training.
- Understanding of many Information Technology concepts and discipline areas.
- Understanding of ITIL concepts and terms.
- Knowledge of County policies and business unit functions.
- Project management and effective teamwork.

Skill in:

- Information technology related problem resolution.
- Collaboration.
- Excellent customer service.

Ability to:

- Define, track, and assure responsiveness to clients' information technology problems.
- Prepare status reports.
- Establish and maintain effective working relationships.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Work a flexible schedule, which may include evenings, weekends, and holidays. May be subject to responding to emergency situations on twenty-four hour basis.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Work effectively and productively with others.
- Understand and follow written and verbal instructions.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position.
- Physically perform the essential job functions of the classification.
- Categorize time spent, requests for service and assets according to provided definitions.

MINIMUM REQUIREMENTS TO APPLY:

A Bachelor of Arts or Bachelor of Science degree in information technology, computer sciences, business, public administration or related field and four or more years of information technology experience required. Additional education or experience may substitute for the recruiting requirements.

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SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license may be required when travel is required of the position. Ability to successfully complete a Pierce County background investigation. Fingerprint and in-depth criminal history check may be required for certain law enforcement system support assignments.