



DEPARTMENT COMPUTER SUPPORT SPECIALIST 3

Department: Various
Job Class #: 630700
Pay Range: Professional 30

FLSA: Non-Exempt
Represented: Both
CSC Approved: 09/14/10

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: An employee in this classification provides oversight of the IT departmental functions and supervision of the departmental Information Technology staff, which includes a broad range of comprehensive technical support in the Information Technology related areas of desktop support, planning, web development, hardware and network setup, testing, security, inventory, and troubleshooting.

SERIES CONCEPT: The Department Computer Support Specialist 3 is the supervisory level in the series. This position is distinguished from other levels in the series by the complexity of work and the level and scope of supervision received and given. This position assumes full supervisory responsibility of lower level department IT staff.

ESSENTIAL FUNCTIONS:

- Supervise and coordinate activities of a designated unit consisting of a minimum of 2.0 FTE; determine work procedures, prepare work schedules and determine methods for expediting workflow; assign, review and approve the work of subordinate IT staff.
- Investigate grievances involving subordinates and recommend resolution; recommend promotions and disciplinary actions; approve leave requests, and overtime; assure adequate coverage during staff absences.
- Conduct performance evaluations and develop performance measures and standards.
- Implement and support department technology services.
- Monitor and prioritize workload of departmental IT staff.
- Maintain effective communication with department staff to facilitate and ensure adherence to technical related policies and procedures.
 - Ensure coordination of software and hardware deployments within the department while maintaining IT Division standards.
- Plan implementation of new systems; oversee hardware/software implementation, testing. Research and implement software solutions.
- Work with IT Division of Finance to plan for IT infrastructure in new or remodeled buildings and workspaces.
- Develop and prepare annual departmental IT budget. Research, plan, and budget for equipment and supplies.
- Approve requisitions for departmental IT purchases. Research and purchase computer equipment and supplies.
- Advise management on departmental IT needs. Act as a liaison between Information Technology and the assigned department to communicate county-wide IT direction.
- Request login account creation, modifications, and removal from central systems such as Active Directory, email, financial systems, and SUN. Assist department staff with resetting and changing their account passwords.
- Work with department management to obtain authorizations and facilitate the set up of necessary rights for department staff to access and use secured department data and systems.

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- Oversee various issues related to workstations and related hardware/software on multiple computing platforms.
- Recommend technology solutions based on research, knowledge, and adherence to IT Division standards and documentation.
- Oversee that tape backup processes meet policy standards.
- Research trends and information systems business solutions. Perform feasibility studies.
- Administer database code tables for department.
- Set-up project timelines/plans in conjunction with other departmental technical support staff.
- Oversee inventory of computer equipment and supplies. Approve disposal of surplus equipment. Track hardware/software licensing for department.
- Develop, oversee, and provide technical training and development of training materials for assigned departmental staff.
- Develop complex spreadsheets, queries/reports, and statistics for department management by importing data from multiple applications.
- Coordinate various contract issues and problem resolution with system vendors.
- Oversee the development of web pages using Internet Content Editor. May review and update content of web pages as needed.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays, and overtime.

OTHER JOB FUNCTIONS:

- May participate as an end-user developer.
- May assist with database or spatial analysis.
- May participate in technology related committees or lead technology related user groups within their departments.
- Other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under the supervision of a technical or administrative superior. Work is reviewed through meetings, reports, and results achieved and compliance with regulations, policies, and quality of supervision. The Department Computer Support Specialist 3 supervises lower level department IT staff. Standard methodologies, training, technical assistance, and guidance are provided by the Information Technology Division of Finance.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Department Computer Support Specialist 3 typically works in an office environment on a daily basis; positions in the Sheriff's Department may work within a confined area of a maximum security correctional and detention facility and may be exposed to the inmate population. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is 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 of this position. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties. Lifting requirement of up to 50 pounds.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of effective supervision.
- Current information technologies and trends of/in the hardware and software industry (e.g., PCs, laptops, and wireless technologies).
- Activities, technology business operations, information systems policies and procedures of the assigned department and the Information Technology Division.
- Windows operating systems, software applications, E-Mail systems, and internet.
- Planning, installation, and troubleshooting of software and hardware (including configuration as well as network connectivity).
- Testing methodologies.

Skill in:

- Use of independent judgment and decision-making in the application of a wide variety of policies and procedures and in effective problem-solving.
- Troubleshooting and investigating hardware and software problems and providing solutions.
- Project management.
- User administration.
- Data analysis.

Ability to:

- Organize and interpret data in a concise, accurate written format according to technical, departmental, and County standards.
- Plan, coordinate, and implement information technology projects.
- Supervise, assign work, track time, and evaluate work performance.
- Learn and troubleshoot internal applications.
- Work effectively as part of a team and independently.
- Understand and follow written and verbal instructions.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational, and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Plan, assign, and coordinate work of subordinate staff.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

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MINIMUM REQUIREMENTS TO APPLY: A Bachelor of Arts or Bachelor of Science degree in computer science, data processing, education, public or business administration, engineering, or related field and three or more years of information technology applications and systems experience is required. Additional education or experience may substitute for the recruiting requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Prior to being hired in any county department in which compliance with the US Department of Justice CJIS security policy is mandated, a candidate must successfully complete the required background investigation, which may include fingerprinting, physical examination, behavioral assessment, and polygraph. Thereafter, employers must continue to meet CJIS standards and requirements. A valid Washington State driver's license may be required when travel is required of the position.