



IT SYSTEMS ENGINEER 1

Department: Finance
Job Class #: 632300
Pay Range: Professional 15

FLSA: Non-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 technical, analytical, and customer-oriented work within the areas of User Systems and the Service Desk for the IT Operations Division of the Information Technology Division of Finance. This position provides technical support and advises IT Operations clients in assigned operational focus 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 is the first classification level in the series. This classification is distinguished from other IT Systems Engineers by lesser complexity, a smaller scope of assignments, and an increased level of supervision and oversight 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:

User Systems

- Provide 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 technical support for the entire County within specific assigned hardware or software tool areas.
- Confer with customer departments regarding technology budgeting, computing solutions, client oriented technology project implementation, re-location services, and user application productivity including meeting training needs.

Service Desk

- Provide operational support for user identity management, user name provisioning, system access, and password management.
- Provide operational support, which may include role on the Incident Response Team, that responds on-site to customer problems for tracking, management, and timely resolution of reported County incidents, including major incidents impacting multiple County users.
- Draft, produce, and modify Service Desk processes and documentation prior to new system rollouts.

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.
- Participate in recommending changes to County standards for assignment areas.
- Cooperatively meet County business requirements by proactively working with customers defining

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needs and solutions.

- Proactively work with IT Ops management to budget for assignment areas.
- Participate in RFP solution teams.
- 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.
- Contribute on divisional project teams.
- 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.
- Recommend 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 technical functions in desktop environment, networking, administration, data resource management, and/or server environment.
- Proactively manage technical and customer support and workload.
- Solve problems. Manage incident resolution in assignment areas.
- Approve assignment area hardware/software purchase requisitions.
- Support 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

- May assist new staff 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.

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SUPERVISION RECEIVED AND EXERCISED: An employee in this class works under the general direction of the 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.

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:

- Organization.
- Information technology and trends.
- Awareness of many Information Technology concepts and discipline areas.
- Understanding of ITIL concepts and terms.
- Knowledge of County policies and business unit functions.
- 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, holidays and overtime. 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.

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- 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:

Bachelors Degree in information technology, computer sciences, business, public administration or related field and two or more years of information technology experience required. Additional education or experience which clearly indicates the ability to perform the essential functions of the position may substitute equally on a year of year basis for the recruiting requirements.

Special Note: Prior to receiving a Bachelor's Degree in a relevant field of study, students in their last term of education may be considered. The recruiting requirements of the position would have to be met prior to employment beginning.

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.