



IT SYSTEMS ENGINEER, LEAD

Department: Information Technology

Job Class #: 632500

Pay Range: Professional 17

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 lead-level technical, analytical, and customer-oriented expert level work within the areas of Server Systems, Telecommunication Systems, User Systems, Network Systems, and Data Center Facilities for the Information Technology Department. This position provides technical expertise and leadership to IT clients in a broad range of information technology disciplines areas. Optionally in a staff lead role, an employee in this classification may provide coaching, direction and mentoring to lower-level IT Operations staff. 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, Lead is the third classification level in the series. This classification is distinguished from other IT Systems Engineers by the high level of complexity, wide scope of organizational impact for a broad range of technically complex duties on multiple platforms, technical leadership role and assignment of lead responsibilities over lower level IT Systems Engineers.

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 highly skilled operational support for a variety of server platforms that may include server hardware, storage and backup complexes, operating systems and peripherals that support mission critical County systems.
- Provide advanced level technical strategic planning and implementation of new server technology standards within expertise areas.
- Provide advanced level back end application and database system implementation and operational support.
- May oversee employee performance for IT Systems Engineers providing server support.

Telecommunication Systems

- Provide highly skilled operational support for Pierce County’s telecommunication systems including PBX, servers, databases, voice mail systems, contact center system, ancillary telecommunication equipment, Carrier services and remote site equipment to support a County-wide telecommunication network system.
- Provide advanced level technical strategic planning and implementation of new telecommunication technologies to ensure an efficient, cost effective, reliable County-wide telecommunications network.
- Provide advanced level back-end system implementation and operational support of the Telecommunication Network.

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- Provide advanced direct consulting for customer departments regarding telecommunication needs, equipment provisioning, telecommunication project management, implementation and training.

User Systems

- May oversee employee performance for a group of IT Systems Engineers providing User Systems support.
- Provide highly skilled 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 advanced level technical support for entire County within specific, wide reaching, mission critical, assigned hardware or software tool areas.
- Provide advanced level 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, relocation services, and user application productivity including meeting training needs.

Network Systems

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

Data Center Facilities

- Lead service delivery and oversee employee performance for data center services support team.
- Provide highly skilled level 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, security.
- Provide advanced level technical strategic planning and implementation of new data center technologies to assure County's uptime needs are continually met.

IT Service Delivery Functions:

Assist in ITIL Service Strategy and Design for assignment areas and other closely related areas including:

- Maintain up-to-date knowledge regarding changes in the IT industry, share ideas with IT Department leadership, and propose changes based on these developments
- Proactively explore changes based on cutting-edge industry standards to benefit Pierce County. Initiate research projects and process improvements in assignment areas.
- Analyze and clearly communicate (both written and oral) complex issues requiring IT strategic decisions.
- Recommend technical strategic direction to IT Ops leadership for assignment areas.
- Recommend new and changes to County standards for assignment areas.

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- 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 complex RFP solution teams including working with external professional services to supplement resources and expertise.
- Ensure accuracy and reliability 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.
- Manage and execute IT projects in assignment areas. Contribute on cross divisional teams in large IT projects.
- Participate in IT policy language revisions; author IT procedures that apply County wide; document critical system information; assure documentation needs met for assignment areas; and assure all up-to-date information is maintained in assignment areas.
- Design and implement fault tolerant setups for assignment areas. May participate in developing IT Continuity of Operations Plan.
- 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 complex, high level, mission critical technical functions in desktop environment, networking, administration, data resource management, and/or server environment.
- Proactively manage heavy technical and customer support and workload. If acting in staff lead role, creatively solve staff problems.
- Solve problems others escalate to you after multiple attempts to solve by others. Manage high priority, critical and on-going incident resolution in assignment areas.
- Approve assignment area hardware/software purchase requisitions across County.
- Support politically sensitive and demanding customers.
- Execute information security management services for assignment areas based on management expectations, County policies and best practices.
- Provide incident response coverage to assignment areas with critical after-hours County service delivery dependencies have methods.

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

- Effectively execute marketing of services, projects, and resources.
- Track and report on performance measurements for services in assignment areas making recommendations for continual improvements to service delivery.

Division Management

- Participate in the process of hiring division positions.
- May orient new subordinate staff members. Coach and mentor lower level staff across all teams within the division.

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- May coordinate activities of designated team; may prepare work schedules and determine methods for expediting workflow; may assign, review and approve the work of subordinate staff.
- Partner with colleagues to build effective working relationships and to provide collaborative service to our customers.
- May provide input regarding promotional and disciplinary actions; may approve leave requests and overtime; may assure adequate coverage during staff absences.
- May work with supervisor to draft performance evaluations, including performance measures and standards.
- Work in a teamwork based environment, communicating effectively with all levels of staff and management.

OTHER JOB FUNCTIONS

- Manage time and resources.
- Prepare reports and deliver presentations.
- Perform administrative tasks and other job functions as required.

SUPERVISION RECEIVED AND EXERCISED: The IT Systems Engineer, Lead may act as a lead to lower level IT Systems Engineers and will have responsibility for multiple complex, wide reaching technology areas assigned. An employee in this class works under the general direction of the IT Systems Engineer 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:

- Principles and practices of organization.
- Principles and practices of supervision if supervising staff.
- Broad-based information technology and trends.
- Training techniques and skills to deliver effective training.
- Understanding of a wide variety of Information Technology concepts and discipline areas.
- Integration between multiple computing platforms.
- Understanding of ITIL concepts and terms.
- Knowledge of County policies and business unit functions.
- Project management and effective teamwork.

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Ability to:

- Define, track, and assure responsiveness to clients' information technology problems.
- Run project teams and prepare status reports.
- Evaluate work performance if supervising staff.
- 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.

Skill in:

- Conducting project management.
- Information technology related problem resolution.
- Collaboration.
- Excellent customer service.

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 six or more years of information technology experience required. Additional education or experience may substitute for the recruiting requirements.

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.