



IT SYSTEMS ENGINEER SUPERVISOR

Department: Finance  
Job Class #: 632600  
Pay Range: Professional 18

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 supervisory-level, technical, analytical, and customer-oriented work within the areas of Server Systems, Telecommunication Systems, User Systems, Network Systems and the Service Desk for the Information Technology Division of Finance. As a team supervisor, an employee in this classification provides supervision to IT Operations staff and technical expertise and leadership to IT 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 Supervisor is the highest level in the series. This classification is distinguished from other IT Systems Engineers by supervising lower-level IT Systems Engineers and overseeing and performing a broad range of technically complex duties on multiple platforms with responsibility for one or more technical discipline areas.

**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

- Supervise service delivery and employee performance for server systems support team.
- Lead operational support for a variety of server platforms including server hardware, storage and backup complexes, operating systems and peripherals that support mission critical County systems.
- Lead technical strategic planning and implementation of new server technology standards.
- Oversee back-end application and database system implementation and operational support.

Telecommunication System

- Supervise service delivery and employee performance for the Telecommunication Systems support teams.
- Lead 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.
- Lead technical strategic planning and implementation of new telecommunication technologies to ensure an efficient, cost effective, reliable telecommunications network for the County.
- Oversee back end system implementation and operational support of the Telecommunication System network.
- Provide advanced consulting for customer departments regarding telecommunication needs and services.

**IT Systems Engineer Supervisor**  
**Classification Description – Pierce County**  
**Page 2**

User Systems

- Supervise service delivery and employee performance for User Systems support teams.
- Lead operational support for a variety of user system platforms including handheld, desktop, workstation and laptop hardware, associated operating systems and application software.
- Facilitate assigned staff's delivery of expert-level technical support on a county-wide basis.
- Lead technical strategic planning and implementation of new user system platform technology standards.
- Oversee and direct consulting services for customer departments regarding technology budgeting, computing solutions, client oriented technology project implementation, re-location services, and user application productivity including meeting training needs.

Network Systems

- Supervise service delivery and employee performance for network systems support team.
- Lead operational support for all Pierce County data networks including networking hardware, operating systems, cabling and peripherals that support mission critical County systems.
- Lead technical strategic planning and implementation of new networking technology standards to assure County's bandwidth and uptime needs are continually met.
- Oversee data center service delivery and employee performance for data center services support team.

Service Desk

- Supervise service delivery and employee performance for Service Desk support team.
- Lead operational support for user identity management, user name provisioning, and system access and password management.
- Lead operational support for tracking, management and timely resolution of requested services and of reported County incidents, including major incidents impacting multiple County users.
- Strive for maximum first contact resolution by Service Desk staff through partnership with other IT teams, staff training and creation and maintenance of documentation sources, particularly for new system implementations.

IT Service Delivery Functions:

Participate in ITIL Service Strategy and Design for assigned IT discipline areas and other closely related areas including:

- Maintain up-to-date knowledge regarding changes in the IT industry, share ideas with IT Operations leadership, and recommend changes based on these developments
- Proactively explore changes based on cutting-edge industry standards to benefit Pierce County. Initiate and oversee team research projects and process improvements in assigned IT discipline area(s).
- Thoroughly analyze and clearly communicate (both written and oral) complex issues requiring IT strategic decisions.
- Recommend technical strategic direction to IT Ops management for assigned IT discipline area(s).
- Recommend new and changes to County standards for assigned IT discipline area(s).
- 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 all assigned technical areas and

**IT Systems Engineer Supervisor**  
**Classification Description – Pierce County**  
**Page 3**

disciplines.

- Lead complex RFP solution teams including contracting for external professional services to supplement resources and expertise.
- Work to ensure accuracy and reliability of division service consumption and asset management systems including auditing and correcting system use by their assigned staff.

Oversee ITIL Transition Phase activities for assigned IT discipline areas including Transition Planning and Support, Change Management, Release Management, Knowledge Transfer, Asset Management and Knowledge Transfer including:

- Apply new processes to discipline areas to improve efficiency.
- Manage IT projects in assigned IT discipline areas. Lead efforts of cross divisional teams in large IT projects.
- Draft IT policy language; author IT procedures that apply County wide; document critical system information; oversee all documentation related to assigned IT discipline areas; and assure all up-to-date information is maintained in assigned IT discipline areas.
- Recommend and oversee implementation of fault tolerant setups for assigned IT discipline areas. Participate in developing IT Continuity of Operations Plan.
- Ensure successful changes made in all aspects of assigned IT discipline 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 assigned technology discipline areas.

Ensure smooth ITIL Operation Phase activities in assigned IT discipline areas including:

- Responsible for successful service provision of all specialty assignments within assigned IT discipline area(s).
- Oversee and perform the most complex, high level, mission critical technical functions in desktop environment, networking, administration, data resource management, and/or server environment.
- Proactively manage heavy technical, customer support, and supervisory workload. Creatively solve staff problems.
- Solve problems others escalate to you after multiple attempts to solve by others. Act in the ICS Incident Commander role or otherwise manage incident resolution that crosses multiple disciplines.
- Approve IT discipline area hardware/software purchase requisitions across County.
- Support the most politically sensitive and demanding customers.
- Oversee and execute information security management services for assigned technology disciplines based on management expectations, County policies and best practices.
- Assure assigned discipline areas with critical after-hours County service delivery dependencies have methods for incident response.

Proactively address ITIL Continual Service Improvement Phase activities in assigned IT discipline areas.

- Oversee and effectively execute marketing of services, projects, and resources.
- Define, track and report on performance measurements for services in assigned IT discipline areas taking actions to continually improve service delivery.

Division Management

- Assist management with hiring division positions.

**IT Systems Engineer Supervisor**  
**Classification Description – Pierce County**  
**Page 4**

- Orient new subordinate staff members. Coach and mentor lower level staff across all teams within the IT Operations division.
- Supervise and coordinate activities of designated team; determine work procedures, prepare work schedules and determine methods for expediting workflow; assign, review and approve the work of subordinate staff.
- Partner with other division leads to build effective working relationships and to provide collaborative service to our customers.
- Ensure consistent interpretation of laws, rules, policies and procedures.
- Investigate grievances involving subordinates and recommend resolution; recommend promotional and disciplinary actions; approve leave requests and overtime; provide adequate coverage during staff absences.
- Conduct performance evaluations and develop performance measures and standards.
- May act in the capacity of IT Operations Manager to cover absences.
- 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 Supervisor is the supervisory-level of the series with responsibility for one or more technology discipline areas assigned to IT Operations. An employee in this class works under the general direction of the IT Operations Manager 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. Work will involve traveling to various departments. 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 management, organization, and supervision.
- Broad-based information technology and trends.
- Training techniques and skills to deliver effective training.
- Thorough understanding of a wide variety of Information Technology concepts and discipline areas.
- Integration between multiple computing platforms.

**IT Systems Engineer Supervisor**  
**Classification Description – Pierce County**  
**Page 5**

- Thorough understanding of ITIL concepts and terms.
- Thorough knowledge of County policies and business unit functions.
- Project management and team leadership.

Skill in:

- Leading and conducting all levels of project management.
- Information technology related problem resolution.
- Collaboration.
- Excellent customer service.

Ability to:

- Define, track, and assure responsiveness to clients' information technology problems.
- Motivate and lead others.
- Supervise teams, assign work, track time, evaluate work performance, and 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 and help design structure for categorization for use by division.

**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 eight or more years of information technology experience required, including at least two years in a project lead or supervisory role. 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.