

SNOHOMISH COUNTY JOB DESCRIPTION

SYSTEMS ADMINISTRATOR SUPPORT 3 - DIS

Spec No. 3359

BASIC FUNCTION

Responsible for supporting connection between the business and information technology infrastructure and systems, focusing on providing support for insight and alignment between the two areas in moderately complex problems that impact a single organization or large workgroup. This work is performed at the enterprise level.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Applies knowledge and skills in a variety of specialties associated with support, maintenance, operation and administration of local area network (LAN) systems, hardware and software.
2. Provides solutions involving moderately complex tasks to a variety of problems routinely encountered within normal business activity, referring more complex tasks to a higher level, and extracts data and information from processing systems in the area of support for network administration.
3. May lead and mentor small groups, teams, individuals and/or less experienced staff and encourage improvements in work correlated with support, maintenance, operation and administration of local area network (LAN) systems, hardware and software.
4. With an understanding of the principles of project management, interprets and completes assignments by assigned deadlines in projects that incorporate support, maintenance, operation and administration of local area network (LAN) systems, hardware and software.
5. Working with some independence, follows an established approach, prioritizing own work in multiple specialties.
6. Uses specialty-specific technical skills to performs a variety of routine and special assignments in multiple related specialties associated with support for network administration.
7. Communicates effectively with others, providing solutions and promoting discussion using verbal, written and graphic format on a variety of topics about support for network administration.

STATEMENT OF OTHER JOB DUTIES

8. May perform any of the duties and responsibilities of all lower level positions. May perform duties at the same level from other specialty areas. Performs other duties as assigned.

SNOHOMISH COUNTY JOB DESCRIPTION

SYSTEMS ADMINISTRATOR SUPPORT 3 - DIS

Spec No. 3359

MINIMUM QUALIFICATIONS

Associate's degree or vocational technical diploma; AND two (2) years relevant IT work experience; OR any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

PREFERRED QUALIFICATIONS

IT certification in a directly related specialty is preferred.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- the tools, standards, methods, best practices and industry trends applicable to this specialty
- principles of project management

Ability to:

- understand and follow county and state regulations, policies, etc.
- work as part of a team in multiple roles that periodically change across up to two specialties
- continue to be knowledgeable about current and emerging technologies
- work well with others
- take direction
- demonstrate strong written and verbal communication skills
- use personal computer technologies to enhance job proficiency
- communicate with DIS customers and other co-workers using respect, courtesy and tact
- create effective system documentation
- thrive in a service oriented environment
- thrive in an environment with frequent interruptions

SUPERVISION

The employee works with some independence, with general supervision.

SNOHOMISH COUNTY JOB DESCRIPTION

SYSTEMS ADMINISTRATOR SUPPORT 3 - DIS

Spec No. 3359

WORKING CONDITIONS

The work is generally performed in typical office conditions. Customers are primarily internal at the County. Job requires regular contact outside Department of Information Technology (DoIT). Entails frequent repetitive movements at a computer. Requires frequent lifting and moving of up to 50 pounds, kneeling, bending, walking and climbing. May be assigned work shifts consistent with 24 hours/day, 7 days/week production or coverage. May be on call 24 hours a day, and occasionally attend off-shift meetings or project activities.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: March 2008

Revised: May 2018

EEO Category: 3 – Technicians

Pay Grade: 771 – Information Services Pay Plan

Workers Comp: 5306 Non-Hazardous