

SNOHOMISH COUNTY JOB DESCRIPTION

SYSTEMS ENGINEERING SUPERVISOR

Spec No. 3274

BASIC FUNCTION

To work with Department of Information Services (DIS) and client departments in supervision of analysis, engineering, procurement, implementation, modification, and support of complex hardware, software, database and systems projects to be sustainable, economical and efficient in operation for all portions of the enterprise.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Provides supervision and leadership of assigned DIS systems engineering staff and departmental technical resources; assigns, schedules and monitors work; provides assistance and training; completes periodic employee performance evaluations of assigned staff and administers progressive discipline as required.
2. Supervises the engineering and management of project plans, recommendations, cost benefit statements, specifications, selection and acquisition processes for proposed hardware, software, database and systems to meet requirements based on information from clients and other support areas efficiently and economically for the enterprise for the life of the system.
3. Provides supervision or assistance to other employees on assigned projects; reviews work for completeness, timeliness and accuracy; assists and trains employees as necessary; analyzes and resolves technical problems and questions, which other technical resources cannot answer.
4. Oversees, directs and assigns installation and maintenance tasks for hardware, software, databases and systems at currently supported release levels; ensures that implementation conforms to departmental standards and that internal modifications are provided only by the appropriate development or vendor resource.
5. Directs the design, engineering, administration, security, monitoring and change control for hardware, software, database and systems to ensure optimum performance; oversees reconfiguration as needed to accommodate growth and/or changes in applications consistent with standard principles and practices.
6. Evaluates hardware, software, database, and systems service outages to ensure that they are resolved in an orderly, timely manner and to reduce instances and recurrences.
7. Supervises systems engineering activities with associated application programmers, vendors, and departmental technology resources to ensure that necessary systems changes meet departmental standards and proper support is provided.
8. Coordinates the recovery and preparation of system backup processes to insure the safe and smooth restoration of business operations in the event of technical failure or disasters.
9. Leads the preparation of hardware, software, database and systems documentation, periodic project plans, cost estimates, procurement documents, status reports, meeting materials, newsletters, budget and management reports.

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STATEMENT OF OTHER ESSENTIAL DUTIES

10. Participates in and conducts meetings with assigned staff, clients, vendors and associated technology groups.

STATEMENT OF OTHER JOB DUTIES

11. Will be required to perform all the duties of subordinate level classifications.
12. Performs related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in computer science, software engineering, data processing or related field; AND, ten (10) years of professional data processing work experience including six (6) years of systems engineering or systems programming experience with demonstrated lead and supervisory responsibilities; OR any combination of training and experience that provides the required knowledge and skill. Experience in a distributed, open-system, client-server environment using database software and a variety of advanced network and communications equipment is preferred. Work related experience may be substituted for the required education or training on a year for year basis.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Supervisory methods and techniques;
- Existing County standards, hardware, and software to accomplish assigned duties;
- Existing and emerging industry trends in technology business solutions with related hardware, operating system, and software configuration requirements;
- Configuration commands and procedures associated with current system equipment and peripherals;
- Concepts, techniques for rapid implementation of personal computer hardware, and operating system software;
- Common technology engineering, support and system management methods;
- Project management methods, tools and techniques;
- Methodology for analysis, engineering, testing and implementation of system and personal computer technologies;
- Advanced system, and personal computer troubleshooting and diagnostic methods and tools

Ability to:

- Effectively supervise, train, coordinate, and evaluate the work of subordinate employees;
- Operate personal computer, peripheral equipment and standard office automation software including word processing, spreadsheet, and databases;
- Establish and maintain positive and effective work relationships with clients, superiors, associates, and vendors.
- Communicate effectively both verbally and in writing with technical and non-technical clients and staff;

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KNOWLEDGE AND ABILITIES (Continued)

- Provide supervision and project leadership to team members on implementation projects and special assignments;
- Think clearly, prioritize tasks, and efficiently solve technical problems;
- Organize workload and assume responsibility for meeting deadlines while working under pressure.
- Read, understand and apply technical manuals and procedures;
- Maintain and develop project records, track expenditures, and prepare necessary reports;
- Use operating system utilities, management and monitoring tools;
- Configure and install PC hardware and software;
- Analyze and resolve operational problems and help others to do so;
- Exercise good judgment as to when to act independently and when to refer situations to higher authority.

SUPERVISION

The employee reports to a technical manager or another administrative person as assigned. The work is performed with considerable independence and is reviewed through periodic reports and meetings.

WORKING CONDITIONS

Positions in this class typically require focusing on a computer screen for more than two hours at a time, precise control of fingers and hand movement, periodic exposure to high noise levels, weekly standing for periods of more than 30 minutes at a time, weekly dealing with distraught or difficult individuals, weekly lifting objects weighing from 20-50 pounds, weekly operating a motor vehicle, occasionally crouching, crawling, bending or kneeling. Employees may be on-call 24 hours a day, 7 days a week, and occasionally attends evening or weekend meetings or 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: December 1999

Revised: March 2003

EEO Category: 2 – Professionals

Pay Grade: 754 – Information Services Pay Plan