

SNOHOMISH COUNTY JOB DESCRIPTION

TECHNOLOGY SUPPORT SPECIALIST

Spec No. 3401

BASIC FUNCTION

Administer the implementation and use of software systems and hardware critical to the department/division's operations. Responsibilities include, planning, coordinating, developing, implementing and managing the technology efforts of the assigned division.

STATEMENT OF ESSENTIAL JOB DUTIES

Duties may vary by division assignment:

1. Administers the implementation and use of hardware and software for the assigned division, including assisting in the configuration, data conversion, customization and administration of major software systems. Liaison to Department of Information Technology (DoIT) and provides support during software roll-outs, operating system changes, software/system upgrades, equipment orders, true-up and technology replacement (TRP).
2. Administers technology purchases, documents registration and licensing agreements in accordance with DoIT, division and department processes for ordering new hardware and software. Assists with acquisition process as required; conducts needs assessment planning and coordination of acquisition and installation of new hardware and software and supplies as needed.
3. Coordinates with DoIT to track software and hardware. Keeps accurate records of technology inventory along with contractual and legal documents to meet audit requirements. Coordinates technology service and maintenance contracts as needed, including oversight/validation of work performed by consultants and vendors. Provides support to DoIT for software and licensing reconciliation.
4. Division administrator for technology-related issues, including configuration and installation of personal computers, software, network and mobile data implementation projects. Assesses technical issues and provides troubleshooting support, elevating issues as appropriate. Coordinates with DoIT, vendors, technical staff and end users to resolve complex issues.
5. Provides data analysis and strategic forecasting of division technology needs. Researches and reviews technology options available to address identified business requirements.
6. Develops and recommends technology budget requirements for the assigned division. Monitors and tracks the technology budget, proposes and manages technology budget adjustments as needed.
7. Develops queries, databases, and reports as necessary to meet regulatory reporting requirements and provides staff and management with information to support workflows and business decisions.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

8. Participates in assigned technology coordination groups and project teams; communicates status and decisions to management and other affected stakeholders.
9. Maintains network access profiles/permissions, including access rights to directories, groups and files. Implements and enforces network policies and practices to promote operational efficiencies and help ensure network security/integrity. Coordinates and assists in emergency recovery activities, including equipment rebuilds, software reloads and special recovery processing.
10. Supports DoIT standards and policies as well as recommend and implement departmental/division technology policies and guidelines, including software license management, technology use policies, and network system administration procedures.
11. Develops technology training curriculum and reference materials. Provides training to individuals and groups as needed.
12. Develops and maintains the division's internal web site and any related technical documentation. Assumes lead role on the internal web support team as assigned.

MINIMUM QUALIFICATIONS

Bachelor's degree in information technology, business administration, computer science or related field; AND one (1) year of computer/technology experience; OR graduation from a two (2) year accredited program in information technology or related field; AND three (3) years of experience in computer/technology support, system administration, data tracking and analysis, database management, network administration, or related experience; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

SPECIAL REQUIREMENTS

A valid Washington State Driver's License may be required for employment.

KNOWLEDGE AND ABILITIES

Knowledge of:

- current MS Office tools and Windows desktop operating systems
- technology use standards and best practices
- system and network security and redundancy/recovery, including disaster planning and recovery processes
- requests for proposal (RFP), requests for qualifications (RFQ), and requests for information (RFI)

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KNOWLEDGE AND ABILITIES (Continued)

- data management and system/database philosophy, standards, and best practices, including data Quality Assurance and Quality Control (QA/QC)
- troubleshooting techniques and best practices
- technology research, evaluation, and comparison
- methods to manage processing records, documentation procedures, policies and associated audit requirements
- software contract management, licensing and audit requirements
- practical application of computer operations procedures
- system and network capabilities and administrative processes
- project management principles, tools, and techniques
- basic understanding of relational databases

Ability to:

- establish and maintain positive working relationships with end users, vendors and other County employees
- analyze general technology problems and facilitate implementation of sound solutions
- communicate effectively both verbally and in writing with various groups from diverse backgrounds and levels of technical ability
- work independently and as a team member with limited supervision
- operate personal computers, peripheral equipment, and a variety of software, including word processing, spreadsheets, and workflow/data-tracking software
- exercise good judgment knowing when to act independently and when to refer situations to a higher authority
- read, understand and apply technical manuals and procedures, including contractual and legal documentation
- maintain and organize accurate, detailed information and prepare custom reports
- ability to train and lead employees in the use of county network and mobile data systems
- plan, organize, and prioritize work to meet schedules and deadlines
- work effectively in a service oriented position with frequent interruptions
- plan and carry out successive steps to resolve problems in accordance with instruction, policies and accepted practices
- participate and contribute to strategic database planning, design and development efforts

PHYSICAL REQUIREMENTS

Occasionally required to lift items weighing approximately thirty (30) pounds. Crouching, bending or kneeling to access equipment under office furniture.

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SUPERVISION

The employee receives general direction from the division assigned supervisor. The work is performed with considerable independence and is reviewed through meetings, status reports and from results obtained.

WORKING CONDITIONS

The work is performed in the usual office environment.

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: February 2016
Revised: August 2016, December 2016
EEO Category: 2 -Professionals
Pay Grade: 240 – Classified Pay Plan
Workers Comp: 5306 Non-Hazardous