Clark County Washington

IT PROFESSIONAL III

JOB PURPOSE AND SUMMARY

The IT Professional III performs work that is moderately complex and performed independently to support County-wide operations.

This class specification reflects the general concept and intent of the classification and should not be construed as a detailed statement of all the work requirements that may be inherent in a position.

CLASSIFICATION DISTINCTIONS

The IT Professional III classification in the IT job family is responsible for applying fundamental concepts, theories, and principles in a professional or technical discipline that is analytical, creative, evaluative and/or advisory in nature. Incumbents independently apply standard practices making minor changes as needed, develop conclusions and make recommendations on moderately complex issues. Decisions having a significant impact on the business are reviewed by more senior level staff.

ESSENTIAL JOB FUNCTIONS

Delivers County wide technical proficiency in the following areas:

Problem Resolution, Incident and Customer Service Management –

- Solve problems and incidents through standard concepts and practices to satisfy the customers need, ensuring internal and external control requirements are considered.

- Communicate upward as needed to ensure the appropriate level of awareness.

Availability, Monitoring and Continuity Management –

- Test for system continuity and monitor system or application functions and performance.

- Implement routines to capture metrics and report to IT management on defined key metrics on weekly base.

- Participate in the development of processes and procedures, providing expertise in their specific support areas.

- Participate in peer technical review.

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Acquire and Maintain Information Technology –

- Procure technology solutions to satisfy business and IT requirements, using critical elements from the business and the Clark County IT technology plan.

- Replace hardware and software according the Clark County IT technology plan.

- Participate in overseeing small technology projects, which have a limited scope.

Additional responsibilities may include:

- **Database Administrator:** Database administration.

- **Desktop Administrator:** (Virtual) desktop and laptop support, Service desk, network support, client software support and training.

- **DISC:** Support specific IT related applications and services.

- **Network Administrator:** Local and wide area network support, remote access support, wireless support, telecommunications support.

- **Programmer Analyst:** Application programming, web design, systems development and integration, business application support.

- **Project/Programs:** Manage or coordinate small technology projects. Aid in the coordination of activities for project team members.

- **Quality Assurance:** Develops, publishes, and implements test plans. Follows quality assurance standards.

- **Security:** Implement Security principals in several technical areas.

- **System Administrator:** System, storage and backup support. Email and other infrastructure application related support.

- **Team Leader Responsibilities**: Develop timelines for projects and delegate the individual components to members of the team, including themselves. Provide information to a supervisor or manager on the team's progress in meetings or through regular email contact or reports.

Perform other duties as assigned.

QUALIFICATIONS

Bachelor's degree or equivalent experience in information technology, computer science or a related field or any combination of training and experience that would provide the required knowledge, skills and abilities will be considered.

A valid motor vehicle operator's license may be required depending on the job functions.

Employment is contingent upon passing a security background investigation.

Communicate effectively both orally and writing with all levels within the organization. Maximize the utilization of computer resources.

Establish and maintain effective working relationships with a variety of individuals and groups including customers in high stress situations.

Participate as a member of a self-directed work team and utilize the resources of other team members.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Work is performed primarily in an office setting at computer terminals. Incumbents are expected to have the manual dexterity to manipulate keyboards and other computer hardware. Some telephone usage is involved in the work as much of the client contact is via phone.

Incumbents must listen, speak, read and interpret information from written sources and on the computer.

The incumbent may spend a significant amount of time retrieving information from the computer, requiring repetitive motions of the hand and wrist.

If required for the position, the incumbent must have the ability to perform the following: walking, climbing stairs, bending, crouching, and lifting of objects up to 60 pounds.

During emergencies or special projects, this position may be required to work an irregular and changing schedule, which may include working extended hours to correct technical issues, attending early morning or evening meetings, working weekends and holidays, and/or be available, by phone to answer questions or be called in. The incumbent may be required to remain accessible and available for standby duty.

The incumbent may be required to attend training that may involve air travel and hotel living accommodations up to several weeks a year.

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