Clark County Washington

IT PROFESSIONAL IV

JOB PURPOSE AND SUMMARY

The IT Professional IV is responsible for complex consulting services. Designs, develops, and implements specific information technology projects using accepted departmental standard systems. Responsible for directing the activities and checking the work of those persons assigned to the project during development to ensure the project adheres to criteria developed for each phase. Assist in providing technical expertise in systems, infrastructure, tools, and other areas to clients.

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 IV classification in the IT job family is responsible for applying advanced concepts, theories, principles, and practices in a professional or technical discipline that is analytical, creative, evaluative and/or advisory in nature. Conducts work requiring substantial independent judgment and devises new approaches to unique problems. Develops conclusions and makes recommendations on a wide variety of complex issues. Decisions are generally only reviewed for consistency with policy, precedent, and overall effectiveness. Serve as a resource to other professional employees.

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.

- Consult and mentor junior team members in proper incident response practices.

Availability, Monitoring and Continuity Management –

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

- Implement complex routines to capture metrics.

Clark County Washington

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

- Reviews work done by technical staff.

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.

- Participates in development of the IT and departments technology plans based on accepted recommendations.

- Specify requirements of IT maintenance at a technical level.

- Plans current and future capacity requirements.

Vendor Management –

- Translate business needs into IT support service fulfillment, evaluate terms and conditions to maximize business advantage, define processes and procedures for business relationship management.

- Provide regular status of contracts to IT Management.

- Reviews work done by external partners.

- Review operational processes and procedures to ensure that they are consistent with service and performance levels.

Project Management –

- Participate in creating project plans at the design, development, and deployment level.

- Takes responsibility for high-level and sub-level tasks to achieve project deliverables.

- Communicate status and challenges upward as needed.

Clark County Washington

In one or more of the following and other IT Professional Roles:

- **Business System Analyst:** Define requirements for new and existing technology solutions through analysis of business problems and end-user needs.

- **Database Administrator:** Database administration, reporting.

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

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

- **Project/Programs:** Manage or coordinate small to mid-sized technology projects or provide support as a subject matter expert. Aid in the coordination of activities for project team members.

- **Quality Assurance:** Responsible for all activities involving quality assurance and compliance with applicable regulatory requirements; conducts audits and reviews/analyzes data and documentation. Advocates for quality assurance throughout project lifecycle; contributes feedback to project teams.

- **Security:** Implement Security principals in several technical areas; assist in defining security architecture and roadmap.

- **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. Five years of progressive responsibility in a professional or technical discipline in one or more of the above described IT roles, with preferably at least two years of the five in a project management capacity.

Communicate effectively both orally and in writing with all levels within the organization.

Maximize the utilization of computer resources.

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

Prioritize work, meets deadlines, and manages many tasks or projects simultaneously.

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

Employment is contingent upon passing a security background investigation.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Work is performed primarily in an office environment to include customer sites throughout the courthouse campus and various satellite offices. Employee regularly sits for long periods of time at a computer screen, attending meetings, etc.

If required for the position, physical exertion is required for lifting usually not exceeding 50 lbs. Installation of various computer parts may also require bending, kneeling, stooping, reaching, and crawling.

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.

Created: 10/31/2016