

IT PROFESSIONAL V

JOB PURPOSE AND SUMMARY

The IT Professional V works as the highest professional or technical level. Plans, organizes and manages the technical installation, maintenance, enhancement and operation of computer software or system hardware for multiple applications of a complex nature or a large, major application that is vital to program delivery.

Serves as technical mentor and coach to others, and may have ongoing responsibilities for leading a team. Responsible for directing the activities and checking the work of those persons assigned to a project during development to ensure the project adheres to criteria developed for each phase. Understands the business environment and requirements from the perspective of a business person and is conversant in the customer's business language.

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 V classification in the IT job family is responsible for applying advanced and diversified concepts, theories, principles, and practices in a professional or technical discipline that is analytical, creative, evaluative and/or advisory in nature. Applies state-of-the-art techniques and diversified knowledge to consult with the business on critical issues, new concepts, unusual problems, and policy issues. Independently develops conclusions and makes recommendations on a wide variety of complex issues having a significant and strategic impact on processes and the business. This level also has formal accountability for leading professional staff and making functional and organizational recommendations to management.

ESSENTIAL JOB FUNCTIONS

Delivers County wide technical proficiency in the following areas:

Problem Resolution, Incident and Customer Service Management –

- Solve complex 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 other IT Professional team members in proper incident response practices.

- Lead after action reviews and root cause analysis.

Availability, Monitoring and Continuity Management –

- Optimize the capability of the IT infrastructure and services by advising on technical resources to deliver cost effective and sustained level of system availability.
- Designs and coordinate tests for system continuity
- Design and develop complex routines to monitor system functions and performance.
- 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 –

- Explores and identifies technology solutions to satisfy business requirements.
- Develops and executes evaluation process for evaluating technology and supporting services using critical elements from the business and Clark County IT technology plan.
- Assemble findings and recommendations from evaluation processes, including presentation materials for a variety of audiences.
- Participates in development of the IT and departments technology plans based on accepted recommendations.
- Specify requirements of IT maintenance at a technical level.
- Set baseline for acceptable infrastructure performance.
- Designs high-level maintenance process.
- Communicate industry trends and ideas as part of the strategic planning process.
- Plan the 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.

Solutions Architecture –

- Actively participate in creating and maintaining roadmaps.
- Create detailed deliverables needed to support the selection, purchase and deployment of technical solutions.
- Share technical information, knowledge and directions with IT Management, Architects, SME's, and other IT Professionals.

Additional responsibilities may include:

- **Programmer Analyst:** Application programming, web design, systems development and integration, business application support.
- **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.
- **Network Administrator:** Local and wide area network support, remote access support, wireless support, telecommunications 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.
- **Project/Programs:** Manages medium, to large complex technology projects and coordinates with other divisions for implementation. Coordinates medium Requests for

Proposals (RFPs) for new systems. Performs needs assessment, initial planning, staff and resource management. Assists in managing project budget, implementation, training, and post-project evaluation.

- **Security:** Implement Security principals in several technical areas, defining security architecture and roadmap.
- **Solution Architect:** creating and maintaining roadmaps, understand the needs of the business, understand our technology partners, create solution architectures, review operational processes and project designs.
- **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.
- **System Administrator:** System, storage and backup support. Email and other infrastructure application related support.

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. Seven 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 seven in a project management capacity.

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

Organize and prioritize their own work.

Train, organize, coach, facilitate groups and evaluate the work performance pertaining to professional staff.

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

Establish and maintain effective working relationships.

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

Clark County Washington

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, with a limited amount of time spent in the field. Employee regularly sits for long periods of time at a computer screen.

If required for the position, physical exertion is required for lifting usually not exceeding 60 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