Position Title: Lead Information Systems Specialist  
Date: 2010

Reports to: Information Services Manager  
Department: Office of County Manager

FLSA Status: Non-exempt  
Positions Supervised: none

BASIC FUNCTION: Provides operations oversight of the County computer network under the direction of the Information Services Manager. Responsible for planning, deployment, maintenance and operation of server and data communications network, desktop hardware and software applications, specialized software, and remote sites. This is a senior level technical position that requires proficiency supporting multiple operating systems, multiple standard software applications, specialized software, network components and back-office application products. The responsibilities of this lead position are in addition to the core responsibilities of the current position of the employee selected – it is not an additional position.

MINIMUM QUALIFICATIONS: Bachelor’s degree and five years related experience, or an equivalent combination of education, training, and experience that demonstrates the ability to perform essential functions of the position. Requires knowledge of operating system fundamentals and basic networking principles. Certifications including Microsoft (MCSE or MCSA) and Cisco (CCNA, CCDA, CCNP, or CCDP) or demonstration of equivalent knowledge and experience is highly desirable. Other desirable characteristics include demonstrated attention to detail, documentation accuracy, and both oral and written communication skills. Must have a Washington State driver’s license and suitable driving record.

PRINCIPAL DUTIES-Asterisk designates essential function:
In addition to the essential functions of the employee’s current position, the designated Lead will be responsible for the following essential job functions:

1. Provides scheduling and tracking of work assignments, direction, and assistance with problem resolution for the Information Services technical staff.
2. Serves as the Help Desk administrator, making project and work assignments to staff. Ensures efficient and quality service with an emphasis on customer satisfaction is provided to County employees using the network and computers.
3. Conducts product and system research and prepares recommendations for future system, hardware, software and network architecture upgrades to the Information 4.
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*4. Assures integrity of systems is maintained through security provisions, data backup/ restoration and disaster planning.
*5. Prepares and maintains asset and software licensing agreements that support the County’s technology.
*6. Provides project management for new system/software implementations.
*7. Participates as staff support to the Information Technology Governance Committee.
*8. Acts within the scope of his or her responsibilities, working as a public employee and municipal officer with courtesy and professionalism, and adhering to the highest standard of ethics in accordance with RCW 42.52.

9. Other duties as assigned.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the County as the needs of the County and requirements of the job change. Weekly hours may vary based on job requirements.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

(A) Working knowledge of:

1. Local and wide area networks, including the setup, configuration and troubleshooting of terminal emulation, router, bridges and related software.
2. Most computer software products used on County computers, including current releases of Windows operating systems (NT, XP, Vista, and System 7), Microsoft Office products (including Excel, Word, PowerPoint, Access, Outlook and Explorer), Eden, CAMS, DOS, including ability to install, download, update and reconfigure.
3. Basic laptop, desktop and handheld computer systems, configurations, security and interface to local and wide area networks.
4. Resources available to assist in resolving operational, software, and communications problems.

(B) Skills:

1. Ability to resolve common complaints and problems associated with the use of local and wide area networks; desktop, laptop and hand-held computers and software;
2. Ability to identify, analyze and correct hardware, software, wiring and user problems with computer hardware and established County standard computer software packages.
3. To proficiently use materials, tools, equipment and techniques standard to the profession for installation, problem diagnosis, maintenance and repair of local and wide area networks, and desktop, laptop, and handheld computers.
4. To indentify and source troubleshooting resources on-line in the resolution of complex local and wide area network hardware, software and communications issues.

(C) Ability to:

1. Communicate effectively, both orally and in writing; in clear, concise language appropriate for the purpose and parties addressed.
2. Provide a high level of customer service to clients in the process of resolving information systems equipment and software problems.
3. Use tact, discretion and courtesy to gain the cooperation of and establish and maintain effective working relationships with public officials, consultants, vendors, co-workers, other departments, and diverse members of the public.
4. Be responsible for the quality, efficiency and effectiveness of work performed.
5. Meet schedules, project time lines, working both independently and/or cooperatively as a member of the Information Services Team.
6. Maintain the upmost confidentiality, as position has requirement to periodically access sensitive and confidential information in the performance of job tasks.
7. Work with the highest ethical standards, in accordance with RCW 42.23.020-070, 42.17.310 and the San Juan County Personnel Rules.

PHYSICAL AND MENTAL REQUIREMENTS: Requires frequent sitting, and minimal walking. Equipment installation requires bending, lifting, stooping, kneeling, and crawling under desk furniture. Must often carry objects with both hands and arms. Occasionally lifts more than 25 pounds. Must be able to see with acuity at 20 inches or less almost constantly, and hear to discriminate speech. The position requires the ability to regularly receive and understand written and oral communications, and give verbal and written instruction. Requires hand and finger movement and dexterity on a frequent basis. Must be available for emergencies and travel to remote locations as necessary.

EQUIPMENT REQUIREMENTS:

<table>
<thead>
<tr>
<th>Equipment/Tool</th>
<th>No. of Hours</th>
<th>Frequency of use</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle</td>
<td>.25</td>
<td>X</td>
</tr>
<tr>
<td>Telephone</td>
<td>3</td>
<td>X</td>
</tr>
<tr>
<td>Computer</td>
<td>8</td>
<td>X</td>
</tr>
<tr>
<td>Small Hand Tools</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Small Power Tools</td>
<td>.5</td>
<td>X</td>
</tr>
</tbody>
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WORKING CONDITIONS: Generally normal office environment, involving work within County departments. Limited travel to other islands by ferry. Some unexpected changes in work assignments and irregular work schedule associated with possible overtime, including some 24-hour on-call coverage as necessary.