

Metropolitan King County Council

Position Descriptions



Position: Information Technology Services Manager	FLSA: Exempt
Department: Council Administration	Salary Grade: 129
Council Approved: March 2, 2021	Updated: September 13, 2024

Summary

The Information Technology Services Manager (IT Services Manager) serves as a working supervisor of a group of technical staff assigned and dedicated to a specific information technology (IT) functional area or mix of functional areas supporting an enterprise-wide system for the legislative branch.

Legislative branch functional area assignments included one or more of the following: application development, LAN administration, desktop support, network operations, GIS, database development, help desk support and similar specialty areas. The IT Services Manager is a salaried, at-will, overtime exempt classification. This position reports to the Chief Operating Officer but is responsive to all members of the council.

Distinguishing Career Features

This is a stand-alone classification. The IT Services Manager demonstrates expertise in multiple areas and is responsible for performing the full range of supervisory duties, including evaluating performance and recommending and implementing discipline. This position requires detailed technical knowledge of each functional area assigned, is accountable for all work product of the IT work group. The IT Services Manager implements operational aspects of IT strategic plans and ensures adherence to all policies and standard operating procedures within the work unit. The IT Services supervisor manages multiple projects simultaneously, provides technical guidance to staff, resolves technical issues, and ensures installed systems are working effectively and improvements are implemented and monitored to increase efficiency. Successful candidates at this level have the advanced knowledge required to implement technology solutions for functional areas.

This classification is required to serve as the primary liaison for the Legislative Branch with King County Information Technology (KCIT) and includes attending meetings with KCIT.

Essential Duties and Responsibilities

- Supervise professional information technology staff in assigned function(s). Establish priorities and work schedules; coach, motivate and evaluate job performance; conduct performance evaluations; recommend hiring and disciplinary actions; identify and recommend training needs and provide training.
- Provide guidance and technical assistance to legislative branch staff; troubleshoot and solve problems; resolve customer complaints.
- Manage the day-to-day administration and maintenance of assigned IT functional areas.
- Evaluate new applications or systems and coordinate their integration and implementation into existing applications and systems.
- Perform technical work in assigned specialty functional area(s).
- Represent council on IT committees with KCIT and the Executive Branch.
- Serve as a member of the Operations Management Team.
- Develop cooperative working relationships with elected officials, IT administrators, and representatives in other King County agencies.
- Liaison with KCIT Leadership and the Chief Information Officer.
- Work directly with clients on routine operational and maintenance issues. Identify, analyze, and recommend appropriate technology solutions to meet business needs.
- Prepare work area standard operating procedures; ensure compliance with technology policies and

procedures.

- Coordinate and implement functional area IT projects. Participate in the preparation of IT project documents; represent the Legislative Branch with KCIT project review board, as needed.
- Prepare written detailed documentation and reports as required.
- Act as functional area technology representative with internal and external customers.
- Perform other duties as assigned.

Qualifications

Knowledge, Skills and Abilities

- Knowledge of information systems techniques and principles including analysis, design, development, implementation, maintenance, documentation and training procedures and practices; skill in assigned specialty area.
- Knowledge of the principles and practices associated with human resources, supervision, leadership style, team building, and performance management.
- Knowledge of project management principles and techniques.
- Knowledge of information technology at King County.
- Knowledge of the Open Public Meetings Act and Public Records Act.
- Strong communication skills, including ability to translate highly technical issues to staff.
- Analytical, planning, and organizational skills.
- Problem solving, conflict resolution and decision-making skills.
- Skill in performing technical analysis, design, implementation, maintenance, documentation, and training in area of specialty.
- Skill in supervising a technical work team.
- Skill in system documentation and writing standard operating procedures.
- Skill in working on several projects or assignments simultaneously.
- Skill in building consensus among a diverse group of individuals with conflicting viewpoints.
- Skill in maintaining productive and cooperative relationships with those encountered on work-related matters, including elected officials, legislative branch staff, and representatives of other King County departments.
- Skill in cultivating a leadership presence within the Legislative Branch and across other branches of King County government.
- Applies equity and social justice principles in day-to-day work and interactions.

Education and Experience

The position typically requires a bachelor's degree in in computer science or related technical field and five years of progressively responsible experience in the setup of computer workstations, network operations, and personal computer technical support. Education and experience may be combined to demonstrate the requisite knowledge, skills, and abilities necessary for this position.