

Metropolitan King County Council

Classification Specification



Position: Senior IT Analyst	FLSA: Salaried, overtime exempt
Department: Council Administration	Salary Grade: 125
Council Approved: 07/05/17	

Summary

The Senior IT Analyst develops, supports, and maintains the legislative branch operating environment; performing advanced technical duties related to servers, workstations, broadcast hardware and software; designing, installing, configuring, troubleshooting, and servicing networked servers, workstations, broadcast and related equipment; and maintaining and up-grading server hardware and software for one or more local applications.

Distinguishing Career Features

The Senior IT Analyst demonstrates expertise in multiple areas and serves as lead within the IT work group. The Senior IT Analyst works collaboratively with staff and provides advanced technical troubleshooting and is responsible for insuring that systems are operational.

Essential Duties and Responsibilities

- Apply systems analysis techniques and procedures to determine hardware, software, or system functional specifications for users.
- Design, document, test, create, and/or modify computer systems, applications or programs for machine operation systems.
- Assists the Director of Operations in establishing priorities, setting work schedules, and identifying training needs.
- Provide guidance and technical assistance to staff; troubleshoot and solve problems; resolve customer complaints; prioritize and ensure that the IT help desk requests are resolved in a timely manner.
- Coordinate the integration and implementation of new applications or systems.
- Coordinate and implement functional area IT projects. Participate in the preparation of IT project documents; may represent assigned area at Project Review Board.
- Prepare standard operating and system documentation; update manuals, instructions, and operating procedures.
- Act as technical interface with consultants; monitor performance of contracts; evaluate vendor ability to perform requirements for functional area. Analyzes proposed scopes of work, recommend amendments and implement service level agreements.
- Perform upgrades, back-ups, restores, security and other basic to moderately complex processes.
- Maintain hardware, software and system inventories.
- Participate in security administration, audit preparation, and maintenance of data integrity.
- Assist in the development and implementation of new processes, procedures, and methods in the organization.
- Coordinates with KCIT in collaboration with Council management. Under the guidance of Council leadership, serves as the liaison for the Legislative Branch in county-wide technology

related issues and projects.

- Represent the Legislative Branch on countywide IT committees as assigned.
- Lead IT staff on establishing priorities as work load shifts occur.
- Perform other duties as assigned that support the overall objective of the position.

Qualifications

Required Knowledge and Skill

- In-depth technical knowledge of information systems development, including analysis, design, testing, implementation, maintenance, documentation, training procedures and practices
- Working knowledge of operating systems used in conjunction with networks
- In-depth knowledge of the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance
- Working technical knowledge of IT procurement and contract processes
- Working knowledge of vendor management practices and processes
- Basic human relations skill to conduct individual instruction and technical assistance on the use and application of PC-based business and education, internet, utility, and connectivity software
- Working skill in handling competing priorities and meeting deadlines and timetables
- Working communications and presentation skill in conducting one on one and small group training in the use of computers and business and instructional software, including live demonstrations in conference settings
- Working writing skill to document technical procedures

Required Ability

- Follow user or system design specifications to design, develop, document, analyze, create, test or modify any computer system, application or program
- Fabricate, install, and connect computer components such as, but not limited to, cards and drivers, cables and connections between computers
- Analyze data and evaluate the needs of users and develop the alternative solutions to problems and needs
- Read, interpret and apply complex technical information including equipment blueprints and schematics
- Work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the Council and its services
- Consistent attendance and punctuality
- Remotely evaluate, take corrective action or elevate any issue within Council
- Represent the Council at various IT governance committees

Education and Experience

The position typically requires a Bachelors degree in computer science or related technical field and three years of experience in the setup of computer workstations, network operations, and personal computer technical support or a combination of education, training and/or experience that provides an equivalent background required to perform the duties required for this position.