KING COUNTY

Signature Report

Motion 15831

Proposed No. 2021-0095.2   **Sponsors** Balducci

1   A MOTION approving a job description for the position of

2   information technology services supervisor.

3   WHEREAS, OR- 0230 of the council's organizational motion compilation

4   requires that the employment and administration committee to recommend all job

5   descriptions within the legislative branch of King to County to the council for approval,

6   and

7   WHEREAS, the council seeks to hire an individual to serve as the information

8   technology services supervisor to supervise the functions of the council's information

9   technology staff;

10   NOW, THEREFORE, BE IT MOVED by the Council of King County:

11   The job description for the position of information technology services

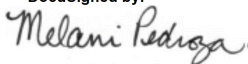12   supervisor, Attachment A to this motion, is hereby approved.

13

Motion 15831 was introduced on 2/16/2021 and passed by the Metropolitan King County Council on 3/2/2021, by the following vote:

> Yes: 8 - Ms. Balducci, Mr. Dembowski, Ms. Kohl-Welles, Ms. Lambert, Mr. McDermott, Mr. Upthegrove, Mr. von Reichbauer and Mr. Zahilay
> No: 1 - Mr. Dunn

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

DocuSigned by:

Claudia Balducci

7E1C273CE9994B6...

Claudia Balducci, Chair

ATTEST:

DocuSigned by:

Melani Pedroza

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Melani Pedroza, Clerk of the Council

Attachments: A. Metropolitan King County Council Position Description, Position: Information Technology Services Supervisor

Metropolitan King County Council
Position Descriptions

King County

Position: Information Technology Services Supervisor	FLSA: Exempt
Department: Council Administration	Salary Grade: 127
Council Approved:	

Summary

The Information Technology Services Supervisor (IT Services Supervisor) 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 Supervisor is a salaried, at-will, overtime exempt classification. This position reports to the Director of Operations but is responsive to all members of the council.

Distinguishing Career Features

This is a stand-alone classification. The IT Services Supervisor 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 Supervisor 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.
- Supervise the day to day administration and maintenance of assigned IT functional areas. Coordinate the integration and implementation of new applications or systems into existing applications and systems.
- Perform technical work in assigned specialty functional area(s).
- 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.

<u>Qualifications</u>

<u>Knowledge, Skills and Abilities</u>

- 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.
- Applies equity and social justice principles in day-to-day work and interactions.

<u>Education and Experience</u>

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.

Certificate Of Completion

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Claudia Balducci claudia.balducci@kingcounty.gov King County General (ITD) Security Level: Email, Account Authentication (None)	*Claudia Balducci* 7E1C273CE9994B6... Signature Adoption: Pre-selected Style Using IP Address: 198.49.222.20	Sent: 3/3/2021 10:14:16 AM Viewed: 3/9/2021 2:47:12 PM Signed: 3/9/2021 2:47:30 PM
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Melani Pedroza melani.pedroza@kingcounty.gov Clerk of the Council King County Council Security Level: Email, Account Authentication (None)	*Melani Pedroza* 8DE1BB375AD3422... Signature Adoption: Uploaded Signature Image Using IP Address: 198.49.222.20	Sent: 3/9/2021 2:47:32 PM Viewed: 3/9/2021 4:23:36 PM Signed: 3/9/2021 4:23:47 PM
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Certified Delivered	Security Checked	3/9/2021 4:23:36 PM
Signing Complete	Security Checked	3/9/2021 4:23:47 PM
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