



SNOCOM

JOB TITLE: COMPUTER SYSTEMS ANALYST

GENERAL FUNCTION: The Computer Systems Analyst assists the Information Services Manager with day-to-day operational, maintenance and technical aspects of the operation of the SNOCOM network and technical systems.

PRIMARY WORKING RELATIONSHIPS WITH: Director, Operations Manager, Deputy Director, Information Services Manager, New IT Position, Network Technician, Dispatch Supervisors, Lead Dispatchers, Dispatchers, agency staff members, user agency representatives and vendors of technical equipment and systems.

WORKING CONDITIONS: Work is performed in an enclosed office environment and computer equipment installation area where no natural lighting is available. The Computer Systems Analyst must be able to respond on a 24 hour a day, seven day a week basis in order to conduct emergency diagnosis or repair of public safety communications equipment. Extended work hours may also be required to remedy a system problem where the impact is crucial to operations. Travel to remote sites is required in the event a reported problem cannot be corrected through phone support and/or in the case of terminal repair. Travel out of state may also be required to attend training and conferences. May be required to lift boxes or files; usually not exceeding 30 pounds and move/reposition equipment requiring force sufficient to move 50 pounds.

MACHINES, TOOLS, EQUIPMENT AND/OR OFFICE MACHINES: Operates a wide variety of computer, telephone, and technical systems that support all aspects of public safety communications operations.

ESSENTIAL JOB FUNCTIONS:

Note: Each of the following duties is an implied ability.

Plan, research, develop, implement, and document database and system backups to ensure minimal downtime caused by system failures.

Plan, research, develop, and implement system upgrades, patches and other modifications that may be desired by the manager, and/or requested by user agencies.

Administer and coordinate the day-to-day functioning of the Records Management System (RMS), Computer Aided Dispatch System (CAD) Management Information System (MIS), Data Warehouse Server(s), and MAGIC (911 call database).

Plan, research, develop, document, and implement future system enhancements and other modifications as may be required through growth, and/or the addition of new system users.

Design, document and implement upgraded interfaces to SNOCOM systems. Respond to questions or requests from outside user agencies or internally to gather statistical information from a variety of database systems.



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Effectively respond or coordinate efficient response 24 hours per day to complaints, concerns, and/or questions from system users regarding system availability, functionality and operation.

Evaluate, plan, engineer, implement and oversee certain aspects, as determined by the manager, of the network (WAN and LAN) and security operations connecting servers and desktop machines located throughout Snohomish County.

Evaluate, plan, engineer and implement security program administration under the direction of the Information Services Manager.

Design, document, and develop existing and future websites.

Provide second tier support for helpdesk issues.

Review and implement network and application security standards, work instructions, and system hardening guides.

Install, configure, troubleshoot, maintain, repair and upgrade computers, terminals, printers and other peripheral devices, including hardware and software.

Perform certain duties of the Computer Services Manager in his/her absence.

Other duties as directed by the Executive Director and/or Information Services Manager.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge:

Knowledge of local and wide area communications networks and the ability to troubleshoot these networks.

Knowledge of system administration as it concerns security, performance tuning, resource control and utilization.

Knowledge of SNOCOM policies and standards, and legal requirements with regard to highly sensitive criminal, medical, and personal information.

Knowledge of proper English language usage, grammar, spelling, punctuation, and vocabulary.

Skills:

Skilled in operating systems and architecture, and the ability to troubleshoot these operating systems.

Skilled in data base architecture and operations, particularly as related to operating systems, networking, and security.



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Abilities:

Ability to analyze technical problems and describe their solutions both graphically and logically.

Ability to plan, organize and manage complex hardware and software installations, and to manage multiple projects simultaneously.

Ability to work with minimal supervision.

Ability to write technical documentation on changes and/or additions to SNOCOM systems.

Ability to understand and follow oral and written directions, communicating effectively.

Ability to communicate effectively both orally and in writing.

Ability to present and explain technical issues to non-technical audience.

Ability to establish and maintain effective working relationships with other SNOCOM employees, customers and vendors utilizing acceptable customer service skills.

Ability to lift and handle objects weighing up to 50 lbs.

Ability to bend, use stepladders, crawl and work in small confined spaces.

DESIRED EDUCATION AND EXPERIENCE:

An Associates (2 year degree) in computer science or a closely related field and a minimum of five (5) years increasingly responsible data processing, computer networking, and/or computer and network security experience which should include experience as a network administrator, and/or systems analyst, and/or systems programmer, and/or database administrator or any combination of education and experience sufficient to provide the requisite knowledge, skills and abilities.

LICENSES AND OTHER REQUIREMENTS:

Ability to possess a valid Washington State Drivers License.

Eligible for authorized access into State/Federal data systems.

PHYSICAL ABILITIES:

Position requires entry into confined spaces requiring bending, squatting, twisting, and turning.

Ability to lift boxes or files, usually not exceeding 30 pounds, and move/ reposition equipment requiring force sufficient to move 50 pounds.



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Hearing and speaking to clearly exchange information in person and on the telephone.

Sufficient manual dexterity to effectively operate a computer keyboard.

COMPENSATION:

Salary range: \$61,209 to \$79,092

Note:

A comprehensive background investigation to include criminal history checks will be conducted.

While requirements may be representative of minimum levels of knowledge, skill, and abilities to perform to perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

This job description in no way implies that these are the only duties to be performed. Employees occupying the position will be required to follow any job related instructions and to perform any other job related duties required by the Director or Information Services Manager. This is an FLSA non-exempt non-represented position.
