

YAKIMA COUNTY, WASHINGTON
Class Specification
Class Title: Technology Administrator Specialist

BAND: IT26		CLASS CODE: J23-3326	
DEPARTMENT: Information Technology	ACCOUNTABLE TO: Varies	JOB FAMILY: Information Technology	OVERTIME STATUS: Non - Exempt
JOB SUMMARY: The Technology Administrator Specialist is the entry level classification of a three level classification series. Under the guidance of the senior classifications, the Technology Administrator Specialist is responsible for design, developing, implementing, troubleshooting and maintaining assigned countywide software, hardware, security and/or networking systems. Responsibilities also include a variety of assigned complex projects; planning, maintaining and upgrading the network, systems or server environments; developing and executing operational procedures; performing advanced technical research; providing high-level technical support; and analyzing and evaluating the impact of assigned projects on other Yakima County programs, departments and policies.			
DISTINGUISHING CHARACTERISTICS: The Technology Administrator Specialist class is the first of a three level Technology Administrator classification series. The Technology Administrator Specialist class is distinguished from the Computer Support Technician classifications by the level of network, hardware, or systems responsibility. The Technology Administrator Specialist class is distinguished from the Technology Administrator class by the assigned responsibilities for specific systems, networks, or disciplines which may affect several departments or the entire county versus responsibility for strategic oversight, planning and monitoring of County wide technology in a broad discipline.			
DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample: (Position assignments may vary.)		BAND / GRADE
1.	Administers, implements, organizes, coordinates, monitors, evaluates and maintains operations of one to several assigned technology projects such as: Databases, data and system integrations, data solutions, cloud services, backups/disaster recovery, user acceptance testing, software validation, voice, video, and data network design and implementation; configuring, installing and upgrading firewalls, switches, routers, radios, wireless access points, Uninterruptable Power Supply (UPS), physical access control, network security/monitoring/virus protection software and hardware; new appliance integration; countywide enterprise solutions within their assigned areas of responsibility.		C4
2.	Performs advanced business functions related to IT such as advanced troubleshooting and remediation procedures, continual infrastructure and system monitoring, and managing server and network resources.		C4
3.	Works as a team with other Technology Services staff to develop technology disaster recovery plans, strategic plans, and security plans for assigned areas of responsibility.		C4
4.	Determines, develops, modifies and implements operational procedures, proposal specifications, security levels, and appropriate documentation in assigned areas.		C4

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5.	Maintains, researches, tests, recommends, and implements new system, hardware and network Operating Systems and Management System patches and upgrades in assigned areas. Gathers and studies various resources to maintain expertise in specialty assigned area.	B2
6.	Utilizes problem solving to trouble shoot, analyze and resolve technology issues. Advises senior level staff or management regarding proposed solutions.	B2
7.	Performs other duties as assigned including providing secondary / back up support and assistance to other team members.	B2
Knowledge: (Position requirements at entry): Knowledge of: <ul style="list-style-type: none"> • Computer operations; • Advanced level of knowledge of some of the following depending on assigned area: network systems; network hardware and software programs including but not limited to: Microsoft products, Microsoft Windows Server, Microsoft SQL server, LINUX server operating systems, Microsoft 365, Active Directory, network security design and administration, etc. • Research methods and analysis techniques; • Knowledge of hardware and software troubleshooting techniques; • Customer service principles and techniques. 		
Skills (Position requirements at entry): Skills in: <ul style="list-style-type: none"> • Using a personal computer and related software applications; operating basic office equipment; • Determining priorities and making critical decisions; • Developing projects; • Teaching, and coaching others; • Developing, writing applying and implementing policies and procedures; • Resolving problems and conflicts; • Giving presentations, public speaking and facilitating meetings; • Time management; • Establishing and maintaining effective working relationships with staff at all organizational levels, outside agencies and with the public; and oral and written communication sufficient to exchange or convey information. • Business communication etiquette. 		
Training and Experience (position requirements at entry): Associate's Degree in Information Technology, Network Engineering, Infrastructure Management, Information Management, Cybersecurity AND 6 year of large enterprise experience OR any equivalent combination of training and experience that would provide the required knowledge, skills and abilities to successfully perform the essential duties of the job.		
Preferred: experience with scripting languages such as Powershell, SQL.		
Licensing Requirements (position requirements at entry): Some positions may require a current Driver's license; Successful completion of a criminal background investigation and general employment verification.		

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Working Conditions: Position may have the potential exposure to the following:

Environment: work outside of standard business hours and multiple work locations;

Physical Demands: bending, carrying, handling, lifting, reaching, sitting, standing, walking, fingering, balancing, climbing, crawling, crouching, kneeling, hearing, smelling, talking, visual acuity.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting, most of the time.

Intellectual Demands: ability to multitask, confidentiality, ability to work under pressure, ability to articulate and communicate in conversations, ability to follow written and verbal instruction.

Classification History:

New: 07/21

Revised: 12/22