



# Lead Applications Configuration Engineer

<b>Job Code</b>	20000998	<b>Job Family</b>	Technology	<b>Professional / Knowledge Worker</b>	
<b>Department</b>	Various	<b>Reports to</b>	Mgr ITS Applications	<b>Union Status</b>	Non-Represented
<b>FLSA Status</b>	Exempt	<b>Pay Grade</b>	2060	<b>This Job is a Lead</b>	Yes
<b>Last Updated</b>	12/1/2022				

## Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

## Job Summary

Performs independent research within business to resolve business issues and process improvements. Formulates and defines business scope and objectives through research and fact-finding combined with an understanding of business and industry requirements. With this knowledge, develops or modifies complex business process. Performs functional analysis, technical requirements definition and application module configuration and testing. Works in all phases of systems analysis and considers the business implications of the application of technology to the current business environment. Is responsible for conducting prototypes, developing functional specifications, data mapping, function mapping, creating and managing configuration and transaction/control tables. Has a thorough understanding of the business processes and flows to enable the analysis of business requirements and the development of solutions for the business functions.

## Accountabilities

### Accountability #1

Fiscal Management:

Ensures the development of technology systems and prudently managed costs to deliver outstanding value to our customers by overseeing technology systems to ensure the delivery of cost effective and efficient maintenance through adhering to best practices and standards. Ensures system meets reliability and availability Key Performance Metrics. Designs solutions that provide value and continually enhance operational processes. Ensures vendor management for adherence to contract terms and service levels. Provides direction to strategic planning to gain the most value from contract negotiations and vendor relationships for solution implementation and ongoing operations, and similar responsibilities.

### Accountability #2

Business Innovation & Continual Improvement:

Deliver exceptional value to our customers through continual improvement and innovation by leading and managing all aspects of implementation of enterprise system changes based on business needs. Develops technology strategies to support District strategic initiatives by providing technical expertise to support the analysis, evaluation of options, and solutions. Responsible for configuration/development/administration, test, and documentation to ensure delivery of quality technical solutions that reliably and sustainably meet the needs of the Organization. Provides mentorship to team members. Generally, works on changes with high risk and business impact, and similar responsibilities.

### Accountability #3

Cyber Security (Security, PII, and Confidentiality) and Compliance:

Achieve the highest level of employee and community trust in how the District manages data and system security by ensuring and leading the operations and strategic direction of technological systems,

processes, and data are cyber secure on behalf of our customers and stakeholders. Applies cyber security best practices through system administration, development, configuration, and similar responsibilities. Ensures access to protected data (PII, HIPPA, etc.) is limited to authorized personnel only by providing leadership and guidance to staff. Designs solutions that ensure cyber security and continually adjusts to operational processes to improve and ensure security and privacy requirements, and similar responsibilities.

**Accountability #4**

Operational Support:

Achieve the highest level of employee and community trust in how the District manages system operations by ensuring the configuration, administration, support, and maintenance of the District's computer systems. Installs, develops, sets up, and tests hardware and software systems. Ensures troubleshooting and the resolution to technical issues as they arise. Oversees customer support by ensuring all technology requests are responded to. Ensures ability of staff support based on operational best practices and methodologies (e.g. Agile, ITIL, Industry Standards, etc.). Generally leads on development, change decisions, and troubleshooting for high risk systems and enterprise wide business impacts, and similar responsibilities.

**Accountability #5**

Collaboration and Customer Service:

Demonstrate powerful partnerships that reflects an understanding of customer needs by providing customer service (internal and external) through effective communication and collaboration to ensure technology needs are met to support District's mission in providing reliable and cost effective service. Builds and maintains effective relationships with stakeholders inside and outside the organization (e.g., customers, peers, cross-functional partners, external vendors, alliance partners). Contributes to building and sustaining an inclusive and equitable working environment by supporting all District employees. Actively supports and encourages every team member to share their ideas in an open and inclusive manner, and similar responsibilities.

**Accountability #6**

Position Specific:

Achieve the highest level of employee and community trust in how the District's systems are maintained by ensuring system maintenance requirements are met to ensure consistency and proposed changes are evaluated in terms of their anticipated impact on the entire system. Configuration of the system is carried out as prescribed with documentation and is reflected in the system specification documents for future support. Configuration of the system is applied over the projected life cycle of a system to meet intended performance with respect to requirements, design, test and acceptance criteria, and similar responsibilities.

**Accountability #7**

**Accountability #8**

**Accountability #9**

**Accountability #10**

### Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at [HRRecruiting@snopud.com](mailto:HRRecruiting@snopud.com), or by phone at 425-783-8655.

### Qualifications – Education and Experience

***Minimum Required Education and Experience:***

Bachelor's Degree in Computer Science/IT, Engineering, Mathematics, Business, or related field,  
AND

Six (6) years of progressively more responsible experience in software engineering;

OR

Ten (10) years of progressively more responsible experience in software engineering.

***Preferred Education and Experience:***

## Qualifications – License(s) and/or Certification(s)

**Minimum Required License(s) and/or Certification(s):**

**Preferred License(s) and/or Certification(s):**

## Qualifications – Skills and Abilities

**Minimum Required Skills and Abilities:**

Information Technology Infrastructure Library (ITIL) IT Service Management practices as implemented at the District

Software engineering practices and methodologies

Customer Service practices and principles

Batch and real time transaction processing environments

System analysis and design

Application Development, integration and quality assurance (testing) methodologies

Project management principles, practices, and methodologies

Root cause analysis and troubleshooting

Business concepts/theories/practicesArchitecture principles

Cyber security best practices

Provides strategic leadership related to specific applications, applications integration, and/or applications development methodologies

Pioneers, owns, leads, and provides technical expertise for multiple application technologies that span enterprise and impact software, data, network/communication, and computing platform technologies

Possesses full technical knowledge of most phases of systems analysis, and also considers the business implications of the application of technology to the current and future business environment

The lead technology partner with the business for tactical and long-term road mapping

Develops and performs complex system conversions

Develops, maintains and executes disaster recovery procedures across platforms

Performs alternative and cost benefit analysis

Highest escalation resource for unprecedented technology issue resolution

Recognizes subtle changes or problems in the design or performance of highly complex applications or systems

Has expert knowledge of the business and consults with business partners to attain desired results

Understands complete life cycle of the District's business operations and aligns IT activities to

optimally achieve business results

Negotiates by managing communications through discussions and compromise with senior and executive leadership

Sponsor continual improvement initiatives

Leads large or enterprise-wide projects

Estimates effort and resource requirements for very large, high risk, highly complex projects having enterprise-wide impact

**Preferred Skills and Abilities:**

Applies expert knowledge and is an advisor in the technical analysis of highly complex system related problems that may span multiple systems and provide resolution options

Review vendor maintenance notifications and associated action plans and determine and implement appropriate actions

Serves in an expert advisor role between business, technical staff, management, and vendors regarding service requests, change requests, usage, standards, and security

Lead and influence others in the application of industry specific business planning concepts and practices in decision making and carrying out job responsibilities

Perform Applications Development, Data Strategy and Analytics Consultant, and Applications Architecture job family duties

Provides oversight, training, coaching, and mentoring to ITS staff

Perform supervisory job duties

**Competencies**

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Manager level.

Adaptability

Aligning Performance for Success

Building Customer Relationships

Building Talent

Coaching

Communication

Continuous Improvement

Continuous Learning

Courage

Creating a Culture of Trust

Creating an Inclusive Environment

Customer Focus

Delegation and Empowerment  
 Driving for Results  
 Driving Innovation  
 Emotional Intelligence Essentials  
 Empowering Decision Making  
 Execution  
 Guiding Team Success  
 Initiating Action  
 Inspiring Others  
 Leveraging Feedback  
 Positive Approach  
 Professional Knowledge and Aptitude  
 Selecting Talent  
 Stress Tolerance  
 Technology Savvy

## Physical Demands

### Physical Demands List

### Frequency

Sit	Constant (67-100%)
Walk	Seldom (1-10%)
Stand	Seldom (1-10%)
Drive	Seldom (1-10%)
Work on ladders	Seldom (1-10%)
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Seldom (1-10%)
Reach	Seldom (1-10%)
Work above shoulders (note specific activity in open text box below)	Seldom (1-10%)
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Seldom (1-10%)
Lift (note weight in open text box below)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never

Work rapidly for long periods	Occasional (11-33%)
Use close vision	Constant (67-100%)
Use distance vision	Constant (67-100%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Seldom (1-10%)
Speak	Constant (67-100%)
Hear	Constant (67-100%)

**Additional Physical Demands not listed above and associated frequency below.**

### Mental Demands

#### Communication

	Frequency
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Constant (67-100%)
Work alone	Frequent (34-66%)
Work as a member of a team	Constant (67-100%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)

#### Comprehension

	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)

#### Reasoning

	Frequency
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Frequent (34-66%)
Use intermediate and/or advanced math	Frequent (34-66%)

#### Organization

	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Constant (67-100%)
Direct work activities of others	Frequent (34-66%)

#### Resilience

	Frequency
Work under pressure	Frequent (34-66%)
Work for long periods of time	Frequent (34-66%)
Work on several tasks at the same time	Constant (67-100%)



**Additional Mental Demands not listed above and associated frequency below.**

### Work Environment

<b>Environmental Conditions List</b>	<b>Frequency</b>
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)
Confined/restricted working environment	Seldom (1-10%)
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

**Additional Environmental Conditions in this job not listed above and the associated frequency below.**

<b>Risk Conditions List</b>	<b>Frequency</b>
Exposure to Heights	Seldom (1-10%)
Exposure to Electricity	Seldom (1-10%)
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Seldom (1-10%)
Noise Intensity	Seldom (1-10%)
Exposure to animals	Never
Working with angry customers	Seldom (1-10%)

**Additional Risk Conditions present in this job not listed above and the associated frequency below.**

### On-Call Status and Frequency

**On-Call is required.**

- Yes
- No

**On-call activities and frequency.**

Frequently - 1x month 6-12 times a year Position may be required to respond to significant incidents after hours. These events include, but not limited to, Car/pole accidents, dig-ins, and other events that damage District facilities or cause injuries to customers and./or their property. Response will range from a call to a Serviceman tp going to the site of the event to document and collect evidence for later use. These events occur infrequently (approximately 2-4 times per month for minor incidents and 2-4 times per year for major events requiring site visits).

**Work Location**

**The primary assignment for this position is:**

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.