



Lead End User Systems Analyst

Job Code	20001016	Job Family	Technology	Professional / Knowledge Worker	
Department	ITS End User Support	Reports to	Mgr ITS Infrastructure Support	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2059	This Job is a Lead	Yes
Last Updated	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

The Lead End User Systems Analyst is responsible for providing outstanding support of computer systems and infrastructure. The role will provide technical support directly to employees, performing on-the-spot diagnostic evaluations, discovering efficiency gains, and standardizing all routine tasks. This role may occasionally take help desk calls and will manage hardware administration and security including but not limited to: software troubleshooting, mobile device management, and process consulting. The role may also supervise IT members with Active Directory Users & Computers, Group Policy Management, Cloud administration, and Email Management. The person will be responsible for training other staff on the identification, prioritization, and resolution of critical infrastructure and security-related issues that impact business operations. Lead End User Systems Analysts lead technology projects and are frequently consulted for support of new software and solutions implemented by the District.

Accountabilities

Accountability #1

Collaboration and Customer Service: Build powerful partnership 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 the District's message 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 #2

Fiscal Management: Deliver exceptional value to our customers through continual improvement and innovation by leading the implementation of system changes based on business needs, providing technical support in the analysis, evaluation of options, and solutions. Responsible for administration and documentation to ensure delivery of quality technical solutions that reliably and sustainably meet the needs of the Organization. Generally, works on changes with the highest risk and business impact or similar work. Plans and manages own work effort. Apprises manager of status, schedule variances and outstanding issues, and similar responsibilities.

Accountability #3

Business Innovation and Continual Improvement: Lead in leveraging technology and prudently managing costs to deliver outstanding value to our customers by ensuring the support of technology systems to ensure the delivery of cost-effective and efficient maintenance through adhering to best practices and standards on behalf of our customers and stakeholders. Provides input to solutions that provide value and

continually enhance operational processes and similar responsibilities.

Accountability #4

Cyber Security (Security, PII and Confidentiality)/ Compliance: Achieve the highest level of employee and community trust in how the District manages data and system security by leading the strategic direction of technological systems and the security and confidentiality of those systems, processes, and data on behalf of our customers and stakeholders. Applies cybersecurity best practices through system administration, development, configuration, and similar responsibilities. Ensures access to protected data (PII, HIPPA, etc.) is limited to authorized personnel. Provides input to solutions that ensure cybersecurity and continually adjust to operational processes to improve and ensure security and privacy requirements, and similar responsibilities.

Accountability #5

Operational Support: Achieve the highest level of employee and community trust in how the District manages systems operations by leading the efforts in configuration, administration, support and maintenance of the District's computer systems. Install, set up, and tests hardware and software systems. Troubleshoots and resolves technical issues as they arise. Provides customer support by responding to all technology requests. Provides support based on operational best practices and methodologies (e.g. Agile, ITIL, Industry Standards, etc.). Ensures service delivery and customer satisfaction. This is accomplished through requests for service delivery, technical assistance, root cause analysis, and issue resolution. Support is provided through available channels such as phone, email, chat, walkup, or similar work channels. Resolves simple problems per standard troubleshooting procedures, based upon experience and training and using problem resolution systems, resources, and tools. Assists with Access Management and supports lifecycle management activities, and similar responsibilities.

Accountability #6

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, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor's Degree in Computer Science/IT, or related field, AND
Six (6) years of related Information Technology experience;

OR

Associate's Degree in Computer Science, or related field, AND
Eight (8) years of related Information Technology experience;

OR

Ten (10) years of related Information Technology experience.

Preferred Education and Experience:

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

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

Washington State Driver's License or the ability to get one within 6 months of hire

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

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

- Excellent analysis and problem-solving skills
- Superior oral and written communication skills, particularly the ability to listen, understand, and explain technical information to people with non-technical backgrounds
- Must have the ability to keep a steady work schedule with regular, predictable attendance to ensure steady workflow and minimal disruption to department schedules and deadlines
- Ability to accept supervision, follow instructions and work in a harmonious manner with co-workers and supervisors
- Able to properly prioritize user requests according to urgency
- Must have good customer service skills
- Provide oversight, training, coaching, and mentoring to helpdesk staff

Preferred Skills and Abilities:

- Resolve highly complex problems, often collaborating with other experts to do so
- Recognize subtle changes or problems in application or system performance, and intervenes flexibly / creatively to improve performance
- Intuitively grasp familiar, stable system performance situations
- Use professional knowledge and professional analytical tools and rules to determine root cause
- Resolve a broad range of complex system or application problems
- Identify trends that warrant immediate attention
- Handles tasks that are moderate to highly complex
- Analyze, plan, and design new personal computer systems
- Review, monitor and upgrade existing personal computer systems
- Support users by providing assistance with client-side troubleshooting of highly complex issues with applications and systems
- Determine user specifications for PC hardware and software
- Purchase or build software to meet user needs
- Support and maintain user account information including rights, security and systems groups
- Provide support and troubleshooting documentation to the other staff to increase first-touch resolution of issues

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	Frequent (34-66%)
Walk	Occasional (11-33%)
Stand	Occasional (11-33%)
Drive	Occasional (11-33%)
Work on ladders	Never
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Occasional (11-33%)
Bend/Stoop	Occasional (11-33%)
Squat/Kneel	Occasional (11-33%)

Crawl	Occasional (11-33%)
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)	Frequent (34-66%)
Grasp (forceful)	Occasional (11-33%)
Fine finger manipulation	Seldom (1-10%)
Operate foot controls	Never
Lift (note weight in open text box below)	Occasional (11-33%)
Carry (note weight in open text box below)	Occasional (11-33%)
Push/Pull (note specifics in open text box below)	Seldom (1-10%)
Work rapidly for long periods	Never
Use close vision	Seldom (1-10%)
Use distance vision	Seldom (1-10%)
Use color vision	Seldom (1-10%)
Use peripheral depth perception	Seldom (1-10%)
Speak	Frequent (34-66%)
Hear	Frequent (34-66%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication

	Frequency
Understand and carry out simple oral instructions	Constant (67-100%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Occasional (11-33%)
Work alone	Occasional (11-33%)
Work as a member of a team	Frequent (34-66%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Occasional (11-33%)
Speak with clarity with others	Frequent (34-66%)

Comprehension

	Frequency
Read and carry out simple instructions	Constant (67-100%)
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	Occasional (11-33%)
Use intermediate and/or advanced math	Seldom (1-10%)
Organization	Frequency
Plan own work activities	Occasional (11-33%)
Plan work activities of others	Seldom (1-10%)
Direct work activities of others	Never
Resilience	Frequency
Work under pressure	Frequent (34-66%)
Work for long periods of time	Occasional (11-33%)
Work on several tasks at the same time	Frequent (34-66%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Never
Wet and/or humidity	Never
Atmospheric conditions	Never
Confined/restricted working environment	Never
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

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

Risk Conditions List	Frequency
Exposure to Heights	Never
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	Never
Noise Intensity	Seldom (1-10%)
Exposure to animals	Never
Working with angry customers	Occasional (11-33%)

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.

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.

