



## ITS 5 NETWORK SUPERVISOR JOB DESCRIPTION

Job Title: <b>ITS 5 Network Supervisor</b>	
Dept./Division: <b>IT/NETWORKING</b>	Job Class Code: <b>1651</b>
Pay Grade: <b>130</b>	PCN: <b>1651001</b>
FLSA: <b>Non-Exempt</b>	Effective Date: <b>July 2025</b>
Representation Status: <b>Teamsters Supervisors</b>	Revision Date: <b>July 2025</b>
Reports To: <b>IT Director</b>	

### NATURE OF WORK

Under general supervision, leads and coordinates Networking operations for Lewis County Information Services Division; provides supervisory guidance, technical leadership, and serves as a liaison between engineering staff and the IT Director; provides expert technical support and training for County computer system users and network engineers; troubleshoots problems and provides advanced system solutions.

### ESSENTIAL FUNCTIONS:

*The following duties are the fundamental, crucial job duties performed by this position. This is not a comprehensive list of all tasks that may be assigned. Incumbent may be required to perform other duties as assigned and appropriate for the position.*

- Oversees the Network operations for Lewis County Information Services Division; monitors operations, analyzes anomalies and trends, resolves problems, and recommends system improvements.
- Supervises and coordinates the work of Network Engineers; sets priorities, assigns and monitors tasks, evaluates performance, enforces adherence to policies, and fosters professional development through coaching and cross-training.
- Serves as a primary point of contact for the IT Director on matters related to network operations, service issues, and technical guidance; communicates team status, escalates concerns, and provides input on departmental planning.
- Plans and coordinates Network projects; coordinates implementation of new systems, provides technical oversight of hardware and software upgrades, and validates system operation.
- Provides expert technical support for County computer system users; troubleshoots problems and provides advanced system solutions.
- Diagnoses and trouble-shoots system problems; analyzes computer and peripherals' functionality; identifies, locates, resolves and repairs problems within scope of authority.
- Provides professional technical training to County departments and personnel; instructs end users in the use of computer hardware and software.
- Creates local user accounts and system access for e-mail and file shares; monitors utilization trends and backup procedures; manages user accounts, password files and access rights.
- Maintains and enforces system security and confidentiality of records and information; monitors staff compliance to security procedures and County policies and guidelines.

- Manages County-wide printers and peripheral devices; analyzes errors and malfunctions, and repairs or recommends replacement options; leads County personnel in the installation of computer hardware, printers and other peripheral components.
- Maintains work log of service requests, equipment malfunctions, software errors and failures; identifies technical problems which need to be addressed by improved procedures and policies.
- Performs all other Network Engineer functions as needed to meet workload demands.
- Trains Network staff in maintenance and use of County information technology systems and facilitates cross-training in all technical skills.
- Collects technical and administrative information and compiles data for reports.

**WORKING ENVIRONMENT / PHYSICAL DEMANDS:**

Work is performed in a computer laboratory and office environment utilizing computers and peripheral equipment; may occasionally be required to lift up to 20 lbs. Requires vision capacity to perform fine calibrations and differentiate between colored wires.

**DISTINGUISHING CHARACTERISTICS:**

This position serves as a working supervisor over the Network Engineering team, responsible for providing technical guidance, direct supervision of staff, and alignment with departmental goals. The incumbent possesses expert technical knowledge and customer service skills, provides leadership and training to other Engineers, and serves as a primary liaison to the IT Director regarding network operations and team coordination.

**QUALIFICATIONS:**

**REQUIRED:** Associate's Degree in Information Technology, Computer Science, or a closely related field; AND five (5) years' technical support/network administration experience. Lewis County Government experience is preferred.

Certification as a Microsoft Certified Professional (MCP) and a valid Washington State Driver's License are required.

**PREFERRED:** Microsoft Certified Systems Engineer (MCSE) and Comp-TIA A+ certifications are preferred.

**COMPETENCIES (Knowledge, Skills, Abilities, and Behaviors):****Knowledge of:**

- Network and systems administration in enterprise environments.
- Information technology operations, policies, and service management frameworks.
- Operating systems including Windows Server, Unix/Linux, and AIX.
- Network protocols, services, and diagnostic tools (e.g., TCP/IP, DNS, DHCP, SNMP).
- Hardware and software troubleshooting methodologies.
- Microsoft 365 suite (including Teams, SharePoint, and Exchange Online) and enterprise application ecosystems.
- Data security, access controls, and compliance standards related to public sector IT.

- End-user support workflows and help desk ticketing systems (e.g., triage, escalation, resolution tracking).

**Skills in:**

- Leading technical teams and coordinating complex IT projects.
- Applying independent judgment in high-pressure, dynamic environments.
- Diagnosing and resolving advanced technical issues across networked systems.
- Translating user needs into technical solutions and support plans.
- Installing, configuring, maintaining, and supporting hardware and software systems.
- Managing user accounts, system permissions, and network access controls.
- Maintaining documentation, logs, and procedures for IT operations and incidents.
- Delivering effective training and mentoring to technical staff and end users.
- Communicating complex information clearly and concisely, both orally and in writing.
- Building collaborative relationships with internal stakeholders and vendors.
- Collaborating with help desk teams to resolve escalated issues and ensure consistent service delivery.
- Translating technical issues into accessible language for non-technical users.
- Coaching, mentoring, and developing help desk and junior IT staff in troubleshooting and service delivery.

**Ability to:**

- Prioritize multiple tasks, service requests, and deadlines effectively.
- Follow established policies and procedures while identifying areas for improvement.
- Maintain confidentiality and uphold system security standards.
- Adapt to evolving technologies and departmental needs.
- Model professional behavior, accountability, and a customer-first mindset.
- Lead by example in providing responsive, empathetic, and solution-oriented customer support.

**Behaviors:**

- Regular and reliable attendance.
- Commitment to continuous improvement and team development.
- Proactive engagement in problem-solving and process enhancement.
- Maintaining a professional demeanor and a service-oriented attitude.

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As the incumbent in this position, I have received a copy of this position description.

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Employee's Name

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Employee's Signature

Date