**Class Summary**

The Technology Services Analyst – Senior works on assigned internal improvement projects and/or recurring issues affecting multiple customers; applies advanced diagnostic techniques to identify problems, investigate causes, and recommend solutions to correct failures; acts as escalation points from managers, co-workers/co-teams, and outside vendors; provides input on individual and team performance evaluations and metrics; diagnoses root cause through end-user discussions, operations, and/or vendor research; and prevents future (major) incidents by participating in post-incident reviews.

**Distinguishing Characteristics**

This is the second level in a two-level classification series. This classification is distinguished from the Technology Services Analyst classification in that the incumbent in the Technology Services Analyst provides first-level support for technical inquiries and second-level support where there is a well-defined knowledge base approved by management.

**Examples of Duties**

*In addition to the duties for the lower level classification within the Technology Services series the Technology Services Analyst – Senior will:*

1. Prioritize and lead responses to production and operational interruptions/incidents.
2. Participate in Security and Major Incident functions.
3. Lead and/or participate in concurrent internal improvement projects, make recommendations, and implement changes.
4. Test and/or implement changes and upgrades for systems and software; write scripts and reports.
5. Troubleshoot LAN/WAN connectivity problems and remote access issues.
6. Coordinate and communicate with appropriate information technology (IT) groups and business units when implementing change.
7. Facilitate cross-training and cross-team collaboration.
8. Administer permissions to data on servers and network resources.
9. Analyze business systems through information gathering, scoping, and data presentation.
10. Ensure operational documentation runbooks are up to date, reviewed, and reliable.
11. Support King County's onsite, remote, and vendor connections, configurations, permissions, installations, onboarding, offboarding, and advanced troubleshooting.
12. Support applications and systems across the enterprise.
13. Assist with design, scripting, and desktop automation activities.
14. Troubleshoot Workstation, Group Policy, and other first-level technologies.
15. Coach Technology Services Analysts and less experienced team members.
16. Perform other duties as assigned.

**Knowledge/Skills**

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | Technology Services Analyst, Technology Services Analyst - Senior |
| **Class History** | 01/2024 - Created |