



**Department of Human Resources**

Employee Health & Safety Division  
 Disability Services Section  
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[www.kingcounty.gov](http://www.kingcounty.gov)

Employee :

Claim # :

## JOB ANALYSIS

Job Title:	LAN Administrator-Journey KCIT-Customer Support Services-Provisioning		
Department:	Information Technology	Division:	Customer Support Services
DOT Title:	MICROCOMPUTER SUPPORT SPECIALIST	DOT #:	039.264-010
SVP:	7	Requestor:	Jamie Christensen
Worksite Address:	201 South Jackson, 2 <sup>nd</sup> Floor Seattle, WA 98104	Office Contact Name/ Phone/ Email:	Eric Deister 206-263-8884 eric.deister@kingcounty.gov
Original Analyst:	Kyle Pletz, VRC, CDMS		Analysis Date: 3/19/19
Update Analyst:			Update Date:

On-Site     Interview     Representative

**JOB DUTIES:**

Works with high profile customers as well as in teams with other technical staff. This position will help the service by building and deploying end-of-life upgrades, and fulfilling service requests. This position may take on other duties as assigned and may also be assigned to short term projects as needed.

This body of work resides within the KCIT Customer Support Services (CSS) Provisioning team. Duties include performing computer upgrades alongside the team or independently, providing field support services to customers and resolving problems associated with the installation and/or operation of hardware/software products. The primary responsibilities include routine tasks such as, desktop support, end user support, troubleshooting computer equipment, conducting research, resolving end user application issues and resolving LAN /WAN connectivity problems. In addition, this position supports various lines of business to facilitate cross-training, cross-team collaboration, employee growth and development, and response to customers as a result of unforeseen events.

**ESSENTIAL FUNCTIONS ACCORDING TO THE EMPLOYER:**

All King County jobs require ability/essential function to:

- Demonstrate predictable, reliable, and timely attendance.
- Follow written and verbal directions to complete assigned tasks on schedule.
- Read, write, and communicate in English & understand basic math.
- Learn from directions, observations, and mistakes and apply procedures using good judgment.
- Work independently or as part of a team and interact appropriately with others.

Job Specific Requirements:

Provide support in completing computers upgrades as well as fulfilling incident and requests assigned to the Provisioning team within Customer Support Services. The primary focus will be providing technical support to end-users' in a complex, distributed computing environment within agreed upon Service Level Agreements or within an agreed to timeframe. This position will focus on incidents and requests assigned via ITSM tool. This position can provide support to any of the approximately 185 county supported facilities.

**EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

MINIMUM QUALIFCATIONS:

- CompTIA A+ Certification (Desired)



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- ITIL Certification (Desired)
- Microsoft Office Specialist Certification (Desired)
- Undergraduate degree in Computer Science or related field(s) plus 5+ years of relevant experience (Required)

At least 5 years of demonstrated experience providing Microsoft Windows workstation support, end user support, troubleshooting computer equipment, resolving end user applications and troubleshooting network connectivity issues.

- Demonstrated experience with enterprise anti-virus solutions, SCCM, Active Directory, Remote Assistance Tools, Windows 7/8/10, Office 2013/2016, Office 365, OneDrive and Skype for Business.
  - Demonstrated experience in troubleshooting, researching, and resolving issues for end user standard applications (MS Office 2013/2016 Suite, custom and commercial off-the shelf) in workstations with multiple platforms and operating systems at a higher technical level.
  - Demonstrated experience using diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software.
  - Demonstrated experience resolving end user workstation printer, software and peripheral problems on a variety of systems.
  - Experience working with an IT service management tool.
  - Experience with building/imaging computer hardware utilizing SCCM.
  - Familiarity with mobile device management tools.
  - Skilled in using diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware or software.
  - Skilled in collaborating effectively with management, peers, other KCIT service teams and customers.
  - Skilled in building consensus and coming to a resolution among a diverse group of individuals with conflicting viewpoints.
  - Skilled in handling multiple competing priorities.
  - Skilled in writing and editing technical documentation.
  - Ability to establish and maintain exceptional customer relationships.
  - Ability to address security issues by following adopted processes and utilizing appropriate tools.
  - Ability to communicate orally or in writing; including the ability to communicate complex technical information to a non-technical audience.
  - Demonstrated positive attitude towards peers and leadership, learns from mistakes made, seeks feedback and is open to criticism, is easily coachable.
  - Demonstrated skill in evaluating and integrating new technologies.
- Successful completion of criminal background check and fingerprinting.
  - ACCESS/WACIC certification from Washington State Patrol
  - May be required to participate in After Hours Support including technical and physical call outs
  - Must be able to lift and carry up to 50 pounds

May be responsible for the physical loading, unloading and/or sorting of equipment and boxes of varying sizes and weights by hand, including lifting pushing, pulling, carrying, placing, as well as physical bending, twisting, kneeling, stooping, crawling in a safe and efficient manner.

**Machines, Tools, Special Equipment, Personal Protective Equipment Used:**

Screw drivers, various computers, scanners, telephone, smart phone, tablets, laptops, various computer peripherals, County vehicles, hand trucks, various carts.



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### PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
<b>N</b> = Never	<input type="checkbox"/> Sedentary	<input type="checkbox"/> Full-time
<b>S</b> = Seldom (1-10 %, up to 48 min)	<input type="checkbox"/> Light	<input type="checkbox"/> Part-time
<b>O</b> = Occasional (11-33%, 49 min. – 2 hr 40 min)	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Seasonal
<b>F</b> = Frequent (34-66%, 2 hr 41 min – 5 hr 20 min)	<input type="checkbox"/> Heavy	8 Hours Per Day
<b>C</b> = Constant (67-100%, more than 5 hr 20 min)	<input type="checkbox"/> Very Heavy	5 Days Per Week
		FLSA Exempt <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**Work Pattern (continued)**

This is classified as a MEDUIM job by the US Department of Labor.

Job Demand	Frequency and Weight (lbs)					Activity Description
	N	S	O	F	C	
<b>Lifting</b> floor – waist		1-15 *50				Up to 5 min./time for up to 30 min. total in with weights of up to 1-15 lbs. while manipulating laptops (2-6 lbs.), personal computers (10-15 lbs.), computer components, peripherals, parts and equipment. *Approx. 2x/mo. May lift a 50 lbs. tower computer. Box of equipment, etc. up to 10x in a shift.
<b>Lifting</b> waist–shoulder		1-15 *50				Up to 5 min./time for up to 30 min. total in with weights of up to 1-15 lbs. while manipulating laptops (2-6 lbs.), personal computers (10-15 lbs.), computer components, peripherals, parts and equipment. *Approx. 2x/mo. May lift a 50 lbs. tower computer. Box of equipment, etc. up to 10x in a shift.
<b>Lifting</b> above shoulder		1-15				Up to 20 sec./time for up to 10 min. total while placing and removing computers, printers and components on shelves.
<b>Carry</b> (Distance/Surface)			1-15			Up to 5 min./time for up to 1-1.5 hrs. total with 1-15 lbs. while carrying laptops between various County buildings as well as when transporting computers and peripherals to/from various County locations to install or remove.
<b>Pushing/Pulling</b> (Distance/Surface)		10-20	3			Up to 5 min./time with 10-20 lbs. for up to 1 hr. total while using a cart to transport equipment , opening and closing doors and drawers as well as when manipulating equipment on racks, desks, etc. 1-3 lbs. turning steering wheel when driving.



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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Sitting					X	On an office chair for up to 1 hr./ time, 6-7 hrs. total while installing software, trouble shooting, conducting problem resolution, training, attending meetings, performing general computer duties such as email, etc.
Standing			X			On flat carpeted, cement, linoleum or tile surfaces for up to 15 min./time, 2 hrs. total while troubleshooting, repairing and installing equipment, peripherals, hardware and software.
Walking				X		On flat carpeted, cement, linoleum or tile surfaces for distances of up to ¼ mile at a time for up to 5-10 min./time, 3-4 hrs. total while walking within/between various King County facilities (including DOT buildings and bases).
Perform Work on Ladders		X				Rarely on a step stool to access upper shelves in inventory room.
Climbing		X				Rarely on a step stool to access upper shelves in inventory room.
Balancing			X			Up to 10 min./time, 1 hr. total while traversing uneven ground, slick/slippery surfaces, working around loading docks.
Stooping / Bending			X*			On flat carpeted, cement, linoleum or tile surfaces for up to 2 min./time, 1 hr. total while running wires, hooking up computer equipment or placing equipment on a rack/cart. *The employee can reduce bending/stooping by alternating with kneeling or squatting.
Twisting at Neck			X			On flat carpeted, cement, linoleum or tile surfaces for up to 2 min./time, 1 hr. total while running wires, hooking up computer equipment or placing equipment on a rack/cart.
Twisting at Waist			X			On flat carpeted, cement, linoleum or tile surfaces for up to 2 min./time, 1 hr. total while running wires, hooking up computer equipment or placing equipment on a rack/cart
Squatting / Kneeling			X*			On flat carpeted, cement, linoleum or tile surfaces for up to 2 min./time, 1 hr. total while running wires, hooking up computer equipment or placing equipment on a rack/cart. *The employee can reduce bending/stooping by alternating with kneeling or squatting.
Crawling		X				Up to 5' at time for up to 20-30 min. total while crawling under a desk to access computers and peripherals.
Reach waist to shoulder					X	Up to 1 hr./time, 7 hrs. total in a work shift. Most commonly occurs while installing software, manipulating hardware, repairing computers, monitoring computer systems, performing paperwork and answering telephones as well as performing computer duties.



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	N	S	O	F	C	
Reach above shoulder		X				Up to 30 sec./time, 5-10 min. total while reaching for items on upper shelves in the inventory room, computers on upper racks, etc.
Reach below waist			X			On flat carpeted, cement, linoleum or tile surfaces for up to 2 min./time, 1 hr. total while running wires, hooking up computer equipment or placing equipment on a rack/cart.
Keyboarding				X		Up to 5 min./time 4 hrs. total.
Wrist Flexion/Extension			X			Up to 2 min./time, 1 hr. total while running wires, hooking up computer equipment or placing equipment on a rack/cart.
Handle/Grasp				X		Up to 45 min./time, 4 hrs. total while using various hand tools, manipulating computers and peripherals such as monitors, keyboards, etc. Driving a County vehicle and manipulating carts.
Forceful Grasp			X			Up to 2 min./time, 1 hr. total while running wires, hooking up computer equipment or placing equipment on a rack/cart.
Fine Finger Manipulation					X	Up to 30 min./time, 6 hrs. total while using a computer mouse, writing, typing, manipulating documents, using hand tools and manipulating peripherals/wires.
Hand Controls				X		Up to 45 min./time for up to 4 hrs. total in a work shift while driving and manipulating a computer mouse.
Foot Controls						Up to 45 min./time, 1.5 hrs. total in a work shift while driving a County vehicle to various King County locations.
Repetitive Motion				X		Body Part: Hands Cycles/hr: 300+
Vibratory Tasks – High	X					
Vibratory Tasks – Low	X					
Talking			X			Up to 10 min./time, 1.5 hrs. total while using the telephone, attending meetings; conversing with co-workers, and customers.
Hearing				X		Up to 1 hr./time, 4 hrs. total while using the telephone, troubleshooting, attending meetings and coordinating logistics as well as conversing with co-workers, County employees and contracting entities.
Visual – Near Acuity					X	Computer monitors, documents, product numbers, etc.
Visual – Far Acuity			X			Driving.
Visual – Depth Perception			X			Driving, plugging in cables.
Visual – Color Discrimination		X				
Visual – Accommodation			X			Driving. Looking at computer monitors and equipment in the distance.
Visual – Field of Vision			X			Driving
Exposure to Weather		X				



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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Extreme Cold	X					
Extreme Hot	X					
Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Wet and / or Humidity	X					
Proximity to Moving Mechanical Parts		X				
Exposure to Explosives	X					
Atmospheric Conditions			X			Dust from computers.
Exposed Heights		X				Loading docks.
Exposure to Electricity			X			Computers and wires.
Exposure to Toxic / Caustic Chemicals	X					
Exposure to Radiation	X					
Noise Intensity	<input type="checkbox"/> Very Quiet <input checked="" type="checkbox"/> Quiet <input checked="" type="checkbox"/> Moderate <input type="checkbox"/> Loud <input type="checkbox"/> Very Loud					The work environment ranges from a quiet office to a loading dock that could have loud diesel trucks, forklift sirens, etc.
Other:						

### Analyst's Comments:

### Possible Employer Modifications:



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**Update Comments (if applicable):**

**Note:** The information for this job analysis was gathered by either on-site observation, interview and / or is representative of the labor market as indicated on page one. Additional data may have been obtained from standardized industry resources such as the DOT, GOE, COJ, OOH, WOIS and O-NET. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective, quantifiable data. For this reason, a “best estimate” may have been used.

**Analyst:**

**Update (if applicable):**

\_\_\_\_\_  
Vocational Consultant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Vocational Consultant

\_\_\_\_\_  
Date

**Employer Verification:**

**Employee Verification: (optional)**

*Eric J. Dieste*  
\_\_\_\_\_  
Name

*10/16/20*  
\_\_\_\_\_  
Date

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date



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## MEDICAL PROVIDER:

- I agree that the employee can perform the physical activities described in this job analysis and can return to work. Date employee is released to return to work if different from today's date: \_\_\_\_\_
- I agree the employee can perform the described job but only with modifications (describe in comments section). Modifications are needed on a  permanent basis or  temporary basis.
- The employee ***temporarily*** cannot perform this job based on the following physical limitations:

**Anticipated release date:** \_\_\_\_\_

**Treatment plan:** \_\_\_\_\_

- The employee is ***permanently*** restricted from performing the physical activities described in this job analysis based on the following physical limitations (state objective medical findings):

## Comments:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

- Attending Physician
- Consulting Physician
- Pain Program Physician
- IME Physican
- PCE Therapist
- OT / PT Therapist
- PEP Physician