Posting Period

April 15, 2016–
Open Until Filled

Compensation

Starting salary range is
$5,896/mo – $7,665/mo
*represents min to mid of range. Future increases based on performance.

Benefits

This position offers an excellent benefits package, including coverage for medical, prescription, dental and vision.

FLSA Status

Non-Represented (Exempt)

Department

Information Technology

Reports To

Sr. Manager, IT Enterprise Applications

For question or inquiries, please contact the Human Resources Department at
hr@portoftacoma.com

www.portoftacoma.com

Job Summary

The Senior IT Systems Analyst is responsible for supporting, maintaining and extending the functionality of highly complex Enterprise Software Applications and business functions, with a focus on Port Operations and Transportation systems. Performs and coordinates support, maintenance, and technical and functional system enhancement activities to ensure designated applications operate reliably and provide users with the system functionality required. Proactively and collaboratively with IT and Operations management and staff, this position identifies technical opportunities and researches, defines, architects and implements complex technical software solutions to meet business requirements.

Essential Functions and Duties

- **Technical Support-**Provides technical support and system administration for designated enterprise applications and platforms. Analyzes system errors or deficiencies to identify system issues. Determines and implements appropriate resolutions. Support is provided personally in both a primary and secondary capacity, in coordination with other departmental resources, and through managing third party support vendors. Manages project schedules, budgets, Port resources and internal coordination needs on projects as assigned. Make recommendations to address technical, legal and community issues relating to assigned projects.
- **Operations and Maintenance-**Performs operations and maintenance responsibilities relating to assigned Enterprise Applications with the aim of ensuring ongoing system reliability and security. Responsibilities include performing routine maintenance tasks and periodic system processes and procedures. A further responsibility is to monitor and manage application release activities including security patches, service packs, and version releases.
- **System Utilization-**Proactively identifies and leads efforts to enhance and expand the functionality and utilization of Port systems. Working with users and Business Process staff, uses functional and operational knowledge to identify system, functional and process optimization opportunities, modifying and extending system components such as user interfaces, system modules, workflows, reports and integrations as required.
- **Solution Identification-**Proactively and innovatively identifies and architects technical solutions to resolve business issues or enhance business systems. Researches, defines, architects and develops complex technical software and data solutions, either through the adaptation of existing systems to meet new requirements or through the selection of new systems. Defines appropriate system requirements, specifications and designs.
- **Documentation-**Develops and maintains plans and documentation as required for the consistent and appropriate management of both designated enterprise applications and cross system dependencies, including: roadmaps and lifecycle plans; systems reference and support documentation; procedures, standards, policies and best practices.
- **Configuration-**Follows standard Software Development Life Cycle steps to configure or develop software solutions. Defines appropriate system requirements, specifications and designs; develops or configures software solutions; plans and performs system testing.
- **Project Participation-**Role is project dependent. As a Project Lead or Manager, coordinates Enterprise Application projects, ensuring the use of standardized methodologies and coordinating vendor and Port resources. Position may act as a technical resource for IT projects, or represent Information Technology within organizational projects, providing specialized knowledge or expertise and performing assigned technical tasks.

Required Experience and Education

Minimum education required is as follows: A Bachelor's degree in Computer Science, Business or related field.

Previous work experience should include a minimum of six (6) years of progressively responsible experience with enterprise application enhancements and experience supporting enterprise business software systems and data. Experience with Port Operations systems is preferred.

Ideal Candidate

The ideal candidate will have experience supporting Port Operations systems, including Terminal Operating Systems as well as in technologies commonly used in Port's, such as AEI systems, AIS systems, RFID systems and EDI data. Experience with data management best practices is required. Knowledge of Microsoft SharePoint platform capabilities, implemented versions Microsoft SQL Server, Structured Query Language, database operations, database administration and maintenance activities, as well as experience working with the Microsoft technology stack. Successful candidates must have the ability to design and implement complex technical solutions to business problems, develop a strong understanding of key Port Operations processes, business rules, and departmental interactions and be able to translate business requirements and business process analyses into system specifications and designs. The ability to successfully work on multiple initiatives and issues concurrently is a key requirement for success in this role.

The Port desires candidates who demonstrate excellent troubleshooting, problem solving, planning and organizational skills coupled with strong written and verbal skills. Successful candidates will have strong demonstrated presentation abilities. Project Management skills are required. Must have the ability to multi-task and prioritize workload. Individuals who work best in a team centered environment, and are open to the input, ideas and constructive criticism of team mates are highly desirable. Must be flexible and solution focused, possess excellent customer service skills and have the ability to work collaboratively and effectively within a team environment. The Port seeks candidates who are highly professional and perform work to a high professional standard.

This individual must demonstrate a caring customer service attitude, a strong commitment to operational excellence and be able to display behaviors and a commitment to the Port's core values. We value an individual who also brings an impeccable work ethic, is honest and models a high level of integrity. Under the direction of the Chief Executive Officer, the organization's culture is built on the following values: Integrity, Customer Service, Competitive Spirit, Courage, Sustainability and Collaboration. The Port seeks candidates who can align and model these values both internally and externally and understand what it means to carry out these values in their everyday work.

Benefits

As an employer of choice, the Port is proud to offer an excellent benefits package. This includes medical, prescription, vision and dental with no out of pocket employee premiums and full coverage for employee, spouse and all eligible dependents. In addition, the Port also offers vacation, twelve paid holidays, sick leave, bereavement leave, participation in the Washington State Public Employees' Retirement System (PERS) and a Port-funded Voluntary Employee Beneficiary Association (VEBA) account for out-of-pocket health related expenses for employees and their eligible dependents. The Port's excellent benefits package is valued between 45%-55% of base salary. Other excellent benefits are also available.

Employment Eligibility

In accordance with the Immigration Control and Reform Act of 1986, all persons offered employment must provide acceptable proof of identity and authorization to work in the United States. Proof will be required prior to employment.

The successful candidate must possess (or obtain within 30 days of employment) a valid driver's license. Candidate must be able to successfully complete a post-offer substance abuse test (includes both drug and alcohol) and background investigation. Candidate must also be able to obtain/maintain a Transportation Worker Identification Credential (TWIC), which is a program managed by the Department of Homeland Security (DHS). Information on this program can be viewed here.

Application Process

All applicants **must** complete a Port of Tacoma application online at https://careers.portoftacoma.com. All applications must be submitted on or prior to the closing date. **Only applications meeting the qualifications based on the information provided may be considered for an interview.**

(The conditions of employment for this position are "At-Will" which means that either the Port or an employee can terminate the employment relationship at any time and for any reason not prohibited by statute. No supervisor, manager or director of the Port, other than Chief Executive Officer, has the authority to alter these employment conditions.)

THE PORT OF TACOMA IS AN EQUAL OPPORTUNITY EMPLOYER COMMITTED TO PROMOTING AND ENCOURAGING DIVERSITY IN THE WORKPLACE.