



Pierce County
WASHINGTON



INFORMATION TECHNOLOGY

PIERCE COUNTY, WA

www.piercecountywa.gov/IT



As technology leaders and partners, we aim to improve government service with innovative and responsive IT solutions.

Pierce County Information Technology is a Division of the Finance & Enterprise Services Department that supports the second largest County in Washington State. Our work has local, direct, and visible impact in our community.

Pierce County IT is responsible for the procurement, management, and secure operations of County technologies. Our technology staff include Systems Engineers, Network Engineers, Software Developers, GIS Specialists, Systems Analysts, Technicians, and Project Managers. We manage a portfolio of more than 1,000 systems that are used by the County's 3,500 staff, other regional jurisdictions, commercial organizations, and the general public.





Infrastructure Management

We have a hybrid infrastructure environment including on-premises, co-located and cloud-deployed components. Our local hyperconverged virtual server platform is partnered with infrastructure-as-a-service and platform-as-a-service solutions using primarily Amazon Web Services and Microsoft Azure. In this environment, we oversee:

- Servers, systems and platforms
- File services and content management
- Identity management, authentication, domain management
- Telephone / voice services
- SCADA environments for wastewater treatment, traffic control, and facilities management
- Audio/visual and operational technologies



Commercial Application Management

We support all County departments with the systems that help them provide their services to Pierce County constituents, vendor performance and contract compliance.

We evaluate, procure and implement large-scale commercial enterprise solutions, both locally installed and software-as-a-service, that manage productivity, financials, human resources, assets, and electronic content for thousands of users. We conduct disciplined IT project management throughout the life cycle of these solutions and consistently manage vendor performance and contract compliance.

Application implementations often require extensive integration with other solutions. Our teams often define, develop, and support those integrations.

Our supported tools include low-code/no-code foundations that allow County staff to provide their own rapidly deployed data collection and processing solutions.



Custom Software Development

We provide software development services to create and maintain unique, highly valued County solutions such as:

- **LINX:** Integrated Safety and Justice solution providing court case management, juror management, jail management, electronic filing, and more
- **MEDIS:** Decedent case management for Pierce County's Medical Examiner
- **PALS+:** Land permitting and inspection services for private and commercial landowners

Our full-stack software developers work under a true Agile methodology using modern collaboration tools such as Jira and Confluence to build systems on a variety of frameworks, tools, and languages, such as Angular, Grails, Groovy, Java, JavaScript, Bootstrap, and SQL, underpinned with robust code management using GIT and Bitbucket. We follow a highly automated continuous integration/continuous delivery approach, using containerized deployment with Docker.



GIS Systems Management

We provide dedicated Geographic Information System (GIS) management to support beginner GIS user to advanced analyst with training, support, data services, consultation, and a complete suite of GIS solutions to support decision making. These solutions include desktop, online, and mobile applications, custom integrations and web services. Examples include:

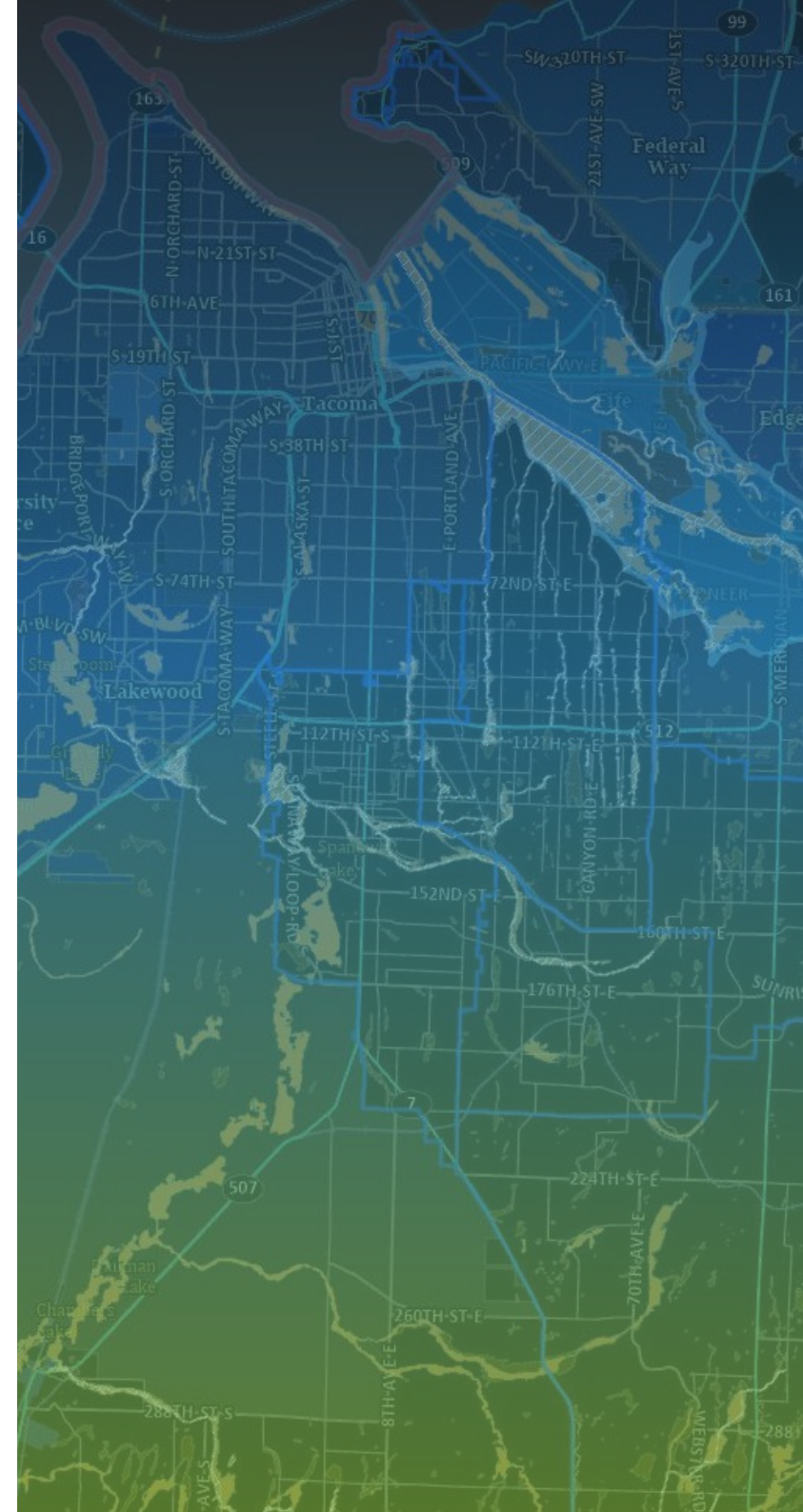
- **PublicGIS:** 100+ spatial data layers for the public to learn about their property and community
- **CVWeb:** A more robust version of PublicGIS utilizing complex tools and over 800 data layers
- **ArcGISOnline:** Hosts a multitude of mobile mapping applications and datasets for field crews and public outreach



Data Management

Pierce County IT provides the data storage environment and data management toolsets to meet the County's quickly growing data requirements.

- Large scale centralized storage complex that underpins the organization's file shares, databases and server virtualization
- Secure control over sensitive datasets considering PII, PCI, HIPAA and CJIS regulations
- Spatial datasets including Orthophotography, LIDAR, 1,400 production vector datasets and hundreds of editable spatial layers





OTHER SPECIALTY SERVICES



DRONES

- Remote Piloted Aerial System (Drone) Program to capture data in support of land use, condition assessment, resource management and emergency management
- Pilot certification, flight tracking, and data integration services



ASSET MANAGEMENT

- Dedicated asset management technology team providing solutions to enable the management of interior and exterior assets from roads to buildings, to the equipment within those buildings and the workorder systems and tools necessary to manage them all



DATA ANALYTICS

- Dedicated data analytics team providing enterprise-level and program-level analysis services that enable decision support solutions in the County
- Data warehouse development, extract/transform/load (ETL) processes, analytics, and visualization solutions



Customer service

We are a customer-oriented organization with the staffing, processes, and tools to provide sophisticated IT service management and support, including:

- Service Desk
- Department-assigned support teams
- Consulting services
- Program and project management
- User device support for computers, tablets, smart phones, and other specialty devices
- User training
- User account management

Cybersecurity

Maintaining the security of County systems and data is a primary focus across all of Pierce County IT. We build in security from the ground up, and provide ongoing operational management and services such as:

- Staff training
- Technology change management
- Security assessments and remediation
- Disaster recover & business continuity
- Security event monitoring
- Incident evaluation and response



Pierce County IT is a **TEAM**

Our 130 staff bring together their unique skills and experience to collaborate on advanced technology solutions for the County.

We are committed to diversity, equity and inclusion and want to recruit, develop, and maintain a talented workforce from various backgrounds, cultures, lifestyles, and perspectives. We provide a robust staff development program, including internship opportunities, with a focus on career growth and technological currency. Our continual learning environment supports equitable access to opportunities throughout your career.





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GET IN TOUCH

Pierce County Information Technology

 1501 Market St, Suite 420
Tacoma WA 98402

 pcinfotech@piercecountywa.gov

 + 253 798 7476

 www.piercecountywa.gov/IT



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