

# SNOHOMISH COUNTY JOB DESCRIPTION

## IT SUPPORT 1 - DIS

Spec No. 3406

### BASIC FUNCTION

The IT Support 1 - DIS is responsible for planning, coordination, communication, support and maintenance of hardware, software, systems, and/or electronic records. A person in this position applies basic ideas and practices to provide routine solutions to problems of limited scope, showing willingness to accept responsibility and communicating effectively. This work is performed at the enterprise level.

### STATEMENT OF ESSENTIAL JOB DUTIES

1. Applies basic ideas and practices, with limited specialty knowledge related to technology support, maintenance, operation and administration of business applications, systems, networks, and personal productivity devices and network appliances.
2. Provides routine solutions to problems of limited scope, and enters information into basic word/information processing systems in the area of technology support.
3. Demonstrates willingness to accept responsibility in work correlated with technology support, maintenance, operation and administration of business applications, systems, networks, and personal productivity devices and network appliances.
4. Demonstrates the ability to focus and performs project tasks as directed in projects that incorporate technology support, maintenance, operation and administration of business applications, systems, networks, and personal productivity devices and network appliances.
5. Closely supervised, follows specific, detailed instructions and basic procedures.
6. Routinely delivers work to support continuous delivery of services in the area of technology support.
7. Communicates effectively with others, demonstrating written and verbal skills to convey routine information about technology support.

### STATEMENT OF OTHER JOB DUTIES

8. Performs other duties as assigned. May perform duties at the same level from other specialty areas.

### MINIMUM QUALIFICATIONS

Six (6) months of general work experience that includes use of computer preferred; OR any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass criminal background check. Must pass job related tests.

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### SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required.

### KNOWLEDGE AND ABILITIES

Knowledge of:

- the tools, standards, methods, best practices and industry trends applicable to this specialty (familiarity with).

Ability to:

- understand and follow county and state regulations, policies, etc.;
- use personal computer technologies to enhance job proficiency;
- work as part of a team focused on a single function;
- work well with others;
- take direction;
- demonstrate strong written and verbal communication skills;
- use/follow existing documentation;
- communicate with DIS customers and other co-workers using respect, courtesy and tact.

### SUPERVISION

The employee is closely supervised.

### WORKING CONDITIONS

The work is generally performed in typical office conditions. Customers are primarily internal at the County. Job requires regular contact outside Department of Information Services. Entails frequent repetitive movements at a computer or business machine. Requires frequent lifting and moving of up to 50 pounds, kneeling, bending, walking and climbing. May be assigned work shifts consistent with 24 hours/day, 7 days/week production or coverage. May be on call 24 hours a day, and occasionally attend off-shift meetings or project activities. Service oriented environment with frequent interruptions. Occasionally operates motor vehicle.

Snohomish County is an Equal Employment Opportunity (EEO) employer.  
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: March 2008  
EEO Category: 3 - Technicians  
Pay Grade: 765 – Information Services Pay Plan  
Workers Comp: 5306 Non-Hazardous