

# **SNOHOMISH COUNTY JOB DESCRIPTION**

## **IT SUPPORT 2 – INFORMATION SERVICES**

Spec No. 3348

### **BASIC FUNCTION**

Responsible for support, coordination, communication, and maintenance of hardware, software, systems, and/or electronic records. This position applies industry standard PC concepts and skills, to provide solutions to problems of limited scope; accepting responsibility, leading by example, and communicating effectively. This work is performed at the client level using industry standard remote tools, or at the clients location/workspace.

### **STATEMENT OF ESSENTIAL JOB DUTIES**

1. Applies standard trouble-shooting tools to resolve problems related to technology support, maintenance of PC/laptop/tablets, printers and other end-point devices operating in the client/user work environment.
2. Records events reported to the Service Desk related to customer problems, issues, and Service Requests in a standard Information Services Incident/Request tracking system as required by management. Creates knowledge-based articles to facilitate knowledge transfer when appropriate..
3. Performs basic user administration tasks related to USER ID's, e-mail, voicemail, file security and applications as assigned. Runs production jobs as required by customers.
4. Performs low level tasks relating to IT-device deployment and configuration for which specific instructions are provided.
5. Accepts responsibility and leads peers by conduct and example in work correlated with technology support, maintenance, operation and administration of business applications, systems, networks, and personal productivity devices and network appliances.
6. Interprets task assignments from standard project plans and direct assignments, meets assigned deadlines in projects that incorporate technology support, maintenance, and operation of devices operating in the users environment.7. Closely supervised, follows a variety of written and oral instructions and specialized procedures.
7. Routinely applies general knowledge and familiarity with information technology to deliver work in support of continuous delivery of services in the area of technology support.

### **STATEMENT OF OTHER JOB DUTIES**

8. May perform any of the duties and responsibilities of all lower level positions. May perform duties at the same level from other specialty areas. Performs other duties as assigned.

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### MINIMUM QUALIFICATIONS

High school diploma or G.E.D.; AND one (1) year of general work experience that includes support and maintenance of computer and PC/laptop systems; OR any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass criminal background check, including fingerprinting. Must pass job related tests. Must meet special requirements.

### SPECIAL REQUIREMENTS

A valid Washington State Driver's License is required.

### KNOWLEDGE AND ABILITIES

Knowledge of:

- tools, standards, methods, best practices and industry trends applicable to this specialty
- interpreting task assignments from standard project plans

Ability to:

- understand and follow county and state regulations, policies, etc.
- use personal computer technologies to enhance job proficiency
- maintain knowledgeable of current and emerging technologies
- demonstrate strong written and verbal communication skills
- participate in groups and teams as assigned to bring general technical knowledge across multiple specialties
- work well with others
- take direction
- use/follow existing documentation
- facilitate resolution of process and procedural issues
- communicate with others regarding potential and actual technical problems
- communicate with co-workers and clients with respect, courtesy, and tact

### SUPERVISION

The employee works under general supervision.

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#### WORKING CONDITIONS

The work is generally performed in a typical office environment. Customers are primarily internal County departments/employees. Job requires regular contact outside the Department of Information Technology (DoIT). Entails frequent repetitive movements at a computer. Requires frequent lifting and moving of up to 50 pounds, kneeling, bending, working under desks, tables and other office furnishings, walking and climbing. May be assigned work shifts consistent with 24 hours/day, 7 days/week production or coverage. May be asked to occasionally attend off-shift meetings or project activities.

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

Revised: March 2014, February 2018

EEO Category: 3 - Technicians

Pay Grade: 767 – Information Services Pay Plan

Worker's Comp: 5306 – Non-Hazardous