

SNOHOMISH COUNTY JOB DESCRIPTION

IT SUPPORT 3 – INFORMATION SERVICES

Spec No. 3364

BASIC FUNCTION

Responsible for planning, coordination, communication, support and maintenance of hardware, software, systems, and/or electronic records. This position applies knowledge and skills in a variety of specialties to provide solutions to a variety of problems.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Applies knowledge and skills in a variety of specialties associated with support, maintenance, operation and administration of business applications, systems, networks, and personal productivity devices and network appliances.
2. Provides solutions involving moderately complex tasks to a variety of problems routinely encountered within normal business activity, referring more complex tasks to a higher level. Extracts data and information from processing systems in the area of technology support.
3. May lead and mentor small groups, teams, individuals and/or less experienced staff. Encourages improvements in work correlated with support, maintenance, operation and administration of business applications, systems, networks, and personal productivity devices.
4. Understands the principles of project management, interprets and completes assignments by assigned deadlines in projects that incorporate support, maintenance, operation and administration of business applications, systems, networks, and personal productivity devices, and network appliances.
5. Works with some independence, follows an established approach, prioritizes own work in multiple specialties.
6. Records events reported to the Service Desk related to customer problems. Enters Service Requests in a standard Information Technology Incident/Request tracking system as required by management.
7. Uses specialty-specific technical skills to perform a variety of routine and special assignments in multiple related specialties associated with technology support.
8. Communicates effectively with others, providing solutions and promoting discussion using verbal, written and graphic format on a variety of topics about technology support.

STATEMENT OF OTHER JOB DUTIES

9. 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

Associates degree or vocational technical diploma is required; AND two (2) years relevant IT work experience; 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.

PREFERED QUALIFICATIONS

IT certification preferred.

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
- principles of project management

Ability to:

- understand and follow county and state regulations, policies, etc.
- work as part of a team in multiple roles that periodically change across up to two specialties
- continue to be knowledgeable about current and emerging technologies
- work well with others
- take direction
- demonstrate strong written and verbal communication skills
- use personal computer technologies to enhance job proficiency
- communicate with IS customers and other co-workers using respect, courtesy and tact
- create effective system documentation
- thrive in a service oriented environment
- thrive in an environment with frequent interruptions

SUPERVISION

The employee works with some independence, with general supervision.

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WORKING CONDITIONS

The work is generally performed in typical office environment. Customers are primarily internal at the County. Job requires regular contact outside Department of Information Technology (DoIT) performs some field work in certain specialty areas. Job entails frequent repetitive movements at a computer. Requires occasional lifting and moving of up to 50 pounds, kneeling, bending, working under desks 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, October 2017

EEO Category: 3 - Technicians

Pay Grade: 771 – Information Services Pay Plan

Worker's Comp: 5306 – Non-Hazardous