



**SKAGIT COUNTY**  
invites applications for the position of:

## Information Services Internship

**SALARY:** \$14.79 Hourly

**OPENING DATE:** 10/13/16

**CLOSING DATE:** Continuous

### SUMMARY:

This position is a member of the Systems Support section of Skagit County Information Services (IS) and takes direction from the Information Services Manager. The position will be responsible for the installation and support of Microsoft Windows based applications and operating systems on desktop, laptop or other client format operated and managed by the Skagit County IS department.

This position shall assist in operating system and application support for our customers. These customers exist in many locations throughout the Skagit County region and it is expected that there will be a some amount of in County travel as part of the support requirements. It is expected that this position will document, prioritize and track work request and problem resolution through an electronic ticket tracking system.

This position will function in a team oriented environment that may require support to other sections of the Information Services department who have direct responsibility of the Network Infrastructure, Database, and WEB support.

### ESSENTIAL FUNCTIONS:

Identifies, troubleshoots and resolves computer-related issues including issues related to hardware, operating system, application and database access.

Assists the Information Services Manager in providing help desk support for computer and network related problems. This includes all Skagit County approved software applications, electronic messaging, and Internet related questions or problems. This also includes troubleshooting workstation, laptop, and printer hardware either by coordinating the repair or replacement of the faulty component.

Responsible for documenting equipment configurations and the restoration of services after equipment failures or data loss.

Assists in the installation and support of client operating systems and software applications.

**Supervisory:** This position has no supervisory responsibilities.

### OTHER JOB FUNCTIONS:

Assists other Information Services staff members as required.

This position may be required to perform extended off –shift support for Skagit County and its customers.

Performs related duties as assigned. Related duties as required are duties that may not be specifically listed in the Position Description but are within the general occupational series and responsibility level typically associated with the employee's classification of work.

### MINIMUM QUALIFICATIONS:

#### QUALIFICATIONS:

Working on or has received an associate's degree in Computer Technology or related field required or education equivalent to an Associates degree in Computer Technology.

Experience of computer related application, operating system and hardware customer, support and service.

An equivalent combination of education and experience may be substituted which provides the skills, knowledge and abilities to perform the essential functions of the position.

**Requires knowledge of:**

Current Microsoft desktop Operating systems and applications

Security principles relating to network accounts, groups, shares and file access permissions.

**Requires the ability to:**

Troubleshoot and correct common problems encountered on workstations in a networked environment.

Work as a key team member with other county staff, both in Information Services and other departments.

Be positive and communicate effectively both verbally and through written correspondence, Work independently within departmental objectives required.

Problem solve, plan, prioritize and document in a systematic and detailed manner.

Stay current with changing technology through continued work related training courses.

**Licenses and/or Certifications:**

Valid Washington State driver's license. Requires WSP background check. Attend Defensive driving within 6 months of hire..

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

Work requires extended periods of sitting at a video display terminal, requiring manual finger dexterity. Includes walking and lifting with the ability to lift up to 40-50 pounds and the ability to work in areas of restricted mobility, on the floor, under/behind desks and equipment. Also requires driving to remote work sites.

**Hazards:** Those present in a normal office environment. Exposure to chemicals routinely encountered in computer repair and soldering, dust and dirt, possible technological equipment failure resulting in electric shock and/or noxious fumes, dangerous electrical voltages, exposure to criminal elements in correctional facilities, chemical found in custodial closets, working extended periods of time in computer room environment, telephone wiring closets, boiler rooms, or outdoor areas such as roofs, lifting heavy equipment, working around heavy equipment in high traffic areas and traveling as needed.

**SUPPLEMENTAL INFORMATION:**

**SELECTION PROCESS:**

Following review of applications and resumes, the highest qualified applicants will be interviewed and may be tested. After a selection is made, all applicants not selected will be notified in writing. Skagit County reserves the right to use applications received for this posting to fill any other positions within this classification which may open within six months following the closing of this position.

**ADDITIONAL INFORMATION:**

Skagit County, as an equal employment opportunity employer, encourages applicants from diverse backgrounds to apply.

It is the policy of Skagit County to follow all federal and state laws to ensure non-discrimination in its employment practices.

American with Disabilities Act (ADA) Notice: Individuals, who need an ADA accommodation to complete the application, test or interview process, please call: (360) 336-9433.

The statements contained herein reflect general details as necessary to describe the essential functions of this position, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize

peak work periods, or otherwise to balance the workload. Changes to the position description may be made at the discretion of the employer.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.skagitcounty.net>

Position #1021-1016  
INFORMATION SERVICES INTERNSHIP  
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1800 Continental Pl  
Mount Vernon, WA 98273  
(360) 416-1380

[humanresources@co.skagit.wa.us](mailto:humanresources@co.skagit.wa.us)

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### **Information Services Internship Supplemental Questionnaire**

- \* 1. What is your highest level of education completed?  
  
2. Please list any certifications you have.
- \* 3. Why does this job sound appealing to you?
- \* 4. What are your future work goals or aspirations?
- \* 5. Do you prefer to work as a team member or would you rather work independently?
- \* 6. Have you ever worked in a government position before?
- \* 7. How did you hear about this job opening?
- \* 8. Will you be submitting a Resume and a brief Cover Letter?  
 Yes    No
- \* Required Question