

COMPUTER NETWORK TECHNICIAN JOB ADVERTISEMENT

Overview: Southwest Snohomish County Communications Agency (SNOCOM) is seeking candidates to fill a full-time Network Technician position in our Mountlake Terrace, WA dispatch center. SNOCOM dispatches emergency and non-emergency police, fire and medical calls to 8 user agencies in Snohomish County. Qualified candidates will have demonstrated experience in the installation, configuration, troubleshooting, maintenance, repair and upgrading of computers, terminals, printers, print servers and other peripheral devices, including hardware and software both locally and at remote locations. Candidates must possess experience in the use of PC word processing, spreadsheet, database, presentation software, web browsers and e-mail/calendaring systems and in all aspects of network (WAN and LAN) connectivity, security operations, connecting servers and desktop machines, including firewall, routers, switches and other network devices and tools and be proficient in the operation and configuration of CISCO.

Responsibilities:

- Operates the help desk to assist end-users with application, PC, terminal, printer, security (passwords and accounts) and other user-related problems. Responds to user complaints and concerns regarding system availability, functionality and operation;
- Performs routine tasks in the support of the network communications and all agency computer systems as part of a team of support staff;
- Assists in the repair, maintenance, installation and configuration of networking components such as wiring, hubs and print servers;
- Coordinates and monitors vendor supplied repairs and upgrades. Research and coordinate purchase and delivery of new equipment and software and maintain the master inventory of SNOCOM's assets and equipment;
- Ability to research and identify problems and apply professional level analytical thinking to resolve issues.

Qualifications: A combination of education and related experience sufficient to provide the requisite knowledge, skills and abilities may substitute for education requirements.

- An Associate degree in Computer Science or closely related field **and**;
- Three years increasingly responsible experience in data processing, computer networking and/or computer and network security, which should include experience as a network administrator and/or systems analyst and/or systems programmer and/or database administrator;
- Industry certifications such as MCSE and CCNA, CCSP are desired;
- Detailed knowledge of core networking and Internet protocols (DNS, TCP/IP, ARP, HTTP, HTTPS, SSH, BGP), packet construction, and troubleshooting ;
- Candidates must be able to pass polygraph and psychological examinations and an extensive background check.

Pay and Benefits:

- Salary range: \$54,011 - \$69,800 annually;
- SNOCOM offers a highly competitive benefits program, including medical, dental and vision benefits, paid holidays, vacation and sick leave programs, Public Employee Retirement System (PERS) and deferred compensation match.

To Apply: E-mail a letter of interest describing how you meet the job qualifications along with a resume to personnel@snocom.org. More information can be obtained from our website at www.snocom.org.
SNOCOM is an Equal Opportunity Employer