



# JOB ANNOUNCEMENT

## TECHNICAL SUPPORT SPECIALIST

### OVERVIEW

SNOPAC Emergency Communications is a 9-1-1 police, fire and medical public safety communications center serving Snohomish County which processes emergency and non-emergency calls to 39 police and fire agencies. SNOPAC 911 is one of the busiest dispatch centers in Washington State.

We are seeking candidates to fill a full time Technical Support Specialist position in our Everett, WA regional communications facility.

Qualified candidates will have demonstrated experience working in a technical support role. In addition, candidates must have experience with network equipment, PC and server maintenance, routine maintenance and the ability to perform system, server and PC backups. Candidates must be able to identify with SNOPAC's Core Values: *Integrity, Professionalism, Respect and Teamwork*. Working together as a team, you will achieve goals and meet deadlines while understanding that communication is critical.

### KEY JOB RESPONSIBILITIES

- Provide technical support to administrative and public safety users including high availability critical systems.
- Install software and hardware on desktops and mobile computers out in the field. This includes deployment, patch management, and administrative tools.
- Monitor and respond to automated system health alerts including networks, servers, environmental and other critical systems.
- Coordinate and monitor vendor supplied repairs and upgrades. Research and coordinate purchase and delivery of new equipment and software.

### QUALIFICATIONS

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

- Two-year degree or certificate in a related technical field **and/or**
- Three (3) years full-time experience in maintenance, repair, and support of computer, server, and/or networking and security in a networked environment.

### The Ideal Candidate Will Have:

- Demonstrated experience with the following:
  - Windows servers and desktop troubleshooting
  - Exchange 2010
  - Windows 7 and XP
  - Backup solutions
  - Mission critical systems
- Understanding of networking and IP addressing.
- Strong documentation skills.
- Ability to identify with SNOPAC's core values, set a good example and be a role model for work and conduct expectations.
- Excellent communications skills and attention to customer satisfaction. Must be able to communicate to different audiences with varying levels of technical knowledge.



Due to the nature of this work, candidates are required to successfully pass a thorough, intense and strict pre-employment background investigation. Failure to disclose pertinent information or attempt to conceal requested information may be grounds for immediate disqualification. Recent drug use, criminal convictions, unprofessional/inappropriate workplace conduct and other factors may also be grounds for immediate disqualification.

### **PAY AND BENEFITS**

SNOPAC 9-1-1 offers highly competitive compensation and benefits programs.

Starting salary \$60,440 DOQ

Medical, dental and vision benefits

Generous paid time off program

10 paid holidays

Public Employees Retirement System (PERS)

Deferred compensation match

### **TO APPLY**

To apply for this position, please **e-mail** the application packet to [hr@snopac911.us](mailto:hr@snopac911.us) by 12:00 pm on October 17, 2013:

- 1) Letter of interest describing how you meet the qualifications
- 2) Resume
- 3) SNOPAC application
- 4) Responses to the supplemental questions

Only applicants possessing the stated qualifications, education and experience will be considered for the position. More information and a full job description, including illustrative examples of work can be obtained from our website at [www.snopac911.us](http://www.snopac911.us).

SNOPAC is an Equal Opportunity Employer

### **SUPPLEMENTAL QUESTIONS**

Please answer the following supplemental questions and attach them in your email with your letter of interest, resume and application. Feel free to create your own document with these questions and answers on them.

1. Describe your experience with enterprise level computer environments. Please be specific and describe:
  - Your experience with enterprise servers, large scale user experience and security of an enterprise system.
  - Your experience with system maintenance and administration.
  - The size and complexity of the system(s).
  - Your role and level of responsibility for design, operation, maintenance, and administration of the system(s).
2. Describe your experience providing installation, configuration, and support services for PCs, including:
  - Hardware and software
  - The number and abilities of the users supported