

Job Title:	Network/Website Support Technician	Open Competitive Recruitment
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Position opens: January 18, 2018
Position closes: February 20, 2018, 4:30 p.m.
Starting salary: \$72,840 - \$80,304, Union Grade V, Steps A-C, depending on skills and experience
Teamsters Union Local 763
Relocation assistance will not be provided.
Work week: 38.75 hours per week, Monday through Friday
To apply: Please email your resume to Susan Campbell at recruitment@pscleanair.org

The Puget Sound Clean Air Agency is a regional government agency created in 1967. Our jurisdiction covers King, Kitsap, Pierce and Snohomish counties. The Agency works to protect public health, improve neighborhood air quality, and reduce our region’s contribution to climate change. We achieve our mission by monitoring air quality, sponsoring voluntary initiatives, educating people and businesses about air quality issues, and enforcing state and federal air quality laws.

Our Agency is composed of approximately 74 staff members including: inspectors, air resource specialists, engineers, meteorologists, monitoring technicians, project managers and communicators. Our operations are supported by a team of specialists, as well as IT services, human resources, legal, records management, finance and administrative staff. For more information on the Agency, please visit www.pscleanair.org. We are governed by a Board of Directors which includes elected officials from each of our four counties, a representative from the largest city in each county, and one member representing the public at large.

Also, as a part of the Agency’s strategic plan, we are deepening our commitment to equity and community engagement. We value an inclusive environment and equitable approaches to our work. We strive to be consistent yet equitable in our practices and policies, as well as in our external relationships among residents, businesses, and community partners. We also value equity, which means doing whatever it takes to ensure every person in our region has the same air-related health outcomes and benefits. The agency aims to do this while providing responsive customer service through our regulatory and monitoring work as well as partnering with communities to develop solutions through our voluntary programs.

Position Overview

The **Network/Website Support Technician** is a regular full-time position supervised by the Technology Manager. Collaborating with the other Network/Website Support Technician, this role is responsible for managing, administering and supporting the Agency’s technology infrastructure. This includes network, server and storage, telephone, desktop and other related services to achieve high availability and performance of the technology infrastructure. This position **does not** require on-call or after-hours work. The specific job responsibilities include but are not limited to the following:

Essential Functions:

- Administer all server operating systems and their corresponding or associated software.
- Administer and maintain end user accounts, permissions, and access rights.
- Perform desktop deployments, setup and direct end user troubleshooting/support (Help Desk).

- Perform and verify system backups and recovery procedures to ensure full data retrieval.
- Configure, manage and administer Windows Exchange Server, mail clients, calendars, and archives.
- Configure, manage and administer network attached printer/copier/scanning devices.
- Participate in the design and review of server systems and application deployments for workstations and servers.

Required Knowledge, Skills and Abilities:

- Demonstrated experience installing, configuring and maintaining Windows Server 2012 or higher. Microsoft Certified Solutions Expert (MCSE) preferred.
- Demonstrated experience managing Active Directory.
- Demonstrated experience managing TCP/IP networks and related services (DNS, DHCP, etc.).
- Excellent verbal and written communication skills to clearly provide information to technical and non-technical audiences.
- Successful experience working independently with minimal supervision; self-directed.
- Proven sound judgment and problem solving, including development of solutions to project-related problems and issues.
- The employee is frequently required to stand, walk, stoop, kneel, bend and crouch; lift up to 50 pounds and occasionally up to 100 pounds with assistance.

Preferred Knowledge, Skills and Abilities:

- Other Microsoft certifications related to: Server, Storage and/or Desktop administration.
- Other recognized technology certifications.
- Project management and organizational skills to plan, initiate and deliver I.T. projects.

Education and Experience:

Candidates may have any combination of education and experience which provides the knowledge, skills, and abilities required to perform the job.

- **Education:** Associates or Bachelor degree in Information Systems, or the equivalent coursework in a trade or vocational school with an emphasis on technology infrastructure services.
- **Experience:** A minimum of 5 years of relevant and progressively responsible Information Systems experience in hardware and software support.

Benefits

The Agency provides an attractive benefits package which includes:

- Washington Public Employees' Retirement System (PERS) – All full-time employees are required to be part of PERS and choose between PERS 2 and 3
- Medical, dental and vision insurance
- Employees may also elect to participate in the Agency's 125 Plan, Section 105
- Employer paid public transit within the Agency jurisdiction
- 10 paid holidays scheduled throughout the year plus 2 floating holidays
- Sick leave and vacation leave accrual
- Employee Assistance Program (EAP) – the EAP provides a free confidential resource outside the workplace for full-time employees and immediate family members
- Life Insurance - employer paid term life insurance equal to the employee's annual salary
- Short Term Disability
- Long Term Disability
- Tuition Assistance
- Flexible work schedule

Application Process

We screen resumes for qualifications that match our job requirements. Typically, we call a small group of highly qualified applicants. Final applicants are interviewed by a team of managers and key agency staff. Final recommendations are approved by the Executive Director.