POSITION TITLE: Technical Support Specialist

PURPOSE OF POSITION: Provide technical assistance and functional specifications in areas such as Client Server Networks, Telephone Systems, Voice Mail, LANs/WANs, Network infrastructure, and telecommunications projects. Perform all phases of configuring, installing, and maintaining fiber optic transmission and distribution systems.

REPORTS TO: Chief Information Officer
Information Technology Construction Supervisor
Information Technology Supervisor

SUPERVISES: None

Union Affiliation: I.B.E.W., “A” group

FLSA: Non-Exempt

DUTIES AND RESPONSIBILITIES

- Design, coordinate, install, maintain, secure, and support WAN and LAN networks.
- Assist in developing specifications for technology implementation.
- Assist in developing specifications for and implementing security on Client Server networks.
- Work closely with District Managers, Supervisors and technicians in developing or purchasing network systems, personal computers and telecommunications equipment (both hardware and software).
- May lead Information Technology projects.
- May be assigned to complete or assist with Communications projects.
- May be assigned telecommunications projects.
- Installation, maintenance, and documentation of the District’s fiber optic system.
- Develop and maintain accurate technical drawings.
- Regularly prepare written status reports on current and on-going activities. When requested, meet with staff to provide updates.
- Identify and document problems, immediately referring them to the Department Manager or Supervisor.
- Participate in identifying long and short-range technology goals.
- Develop specifications for projects and work with consultants.
- Perform other duties as assigned.

QUALIFICATIONS

KNOWLEDGE, SKILLS AND ABILITIES

- Experience in managing network information services and architectures.
- Experience in network installation and administration.
Effective facilitation, mentoring and team skills
Strong communication skills, both written and oral.
Extensive knowledge of systems analysis techniques relating to the design of new systems and evaluation of the effectiveness of existing systems.
Ability to maintain harmonious relationships with departmental staff, department heads, and the general public.
Requires ability to work under pressures of deadlines on concurrent projects.
Knowledge of computer/telephony integration hardware and software.
Knowledge of standards and methods for copper and fiber optic cabling systems.
Knowledge of methods used to operate and maintain a fiber optic network.
Knowledge of network topologies and transmission standards.
Ability to analyze, research, prepare and implement technical specifications.
Ability to evaluate and make recommendations for purchase of highly technical, complex and interdependent equipment.
Skill in developing long range, multi-part strategic plans and guidelines.
Skill in working with WANs, including routers, Ethernet switches, DSU/CSUs, media converters, modems, firewalls, and bridges.
Experience with Cisco/Cisco-type equipment, which includes routers, Ethernet switches, hubs and Cisco IOS.
Ability to use good judgment in difficult, high-pressure situations, such as equipment failure emergencies, and deadlines.
Knowledge of various WAN technologies including Microwave and fiber optics.
Knowledge of network and WAN transport.
Ability to comprehend and apply vendor provided software.
Ability to maintain a high degree of confidentiality.
Demonstrated ability to problem-solve and work independently, with little or no supervision.
Ability to rapidly respond to frequently changing priorities.
Demonstrated ability to complete assignments in a timely and accurate manner.
Ability to observe all health and safety regulations.
Strong analytical and problem-solving skills.
Ability to instruct and train various levels of employees.
Ability to accurately recognize and distinguish between colors.
EDUCATION AND EXPERIENCE

Associate degree in computer sciences or a related field and at least five years experience in technical systems analysis, or any combination of education and experience to demonstrate competence.

Qualifying experience would include a minimum of four years progressively responsible duties related to communications systems; and, voice and data system integration of which a significant portion must be within the last four (4) years.

Successful applicants will be required to successfully complete and pass an aptitude test.

OTHER REQUIREMENTS

Must have a valid Washington State Driver’s License
Must possess a valid First Aid/CPR certification
Able to respond to overtime, as needed.

WORKING CONDITIONS

Work is performed in an office setting and outdoors, in all weather conditions. Work may be performed at heights up to 150 feet (non-essential).

This position requires travel to satellite locations. Occasional travel to locations outside of the service area may be necessary.

PHYSICAL ACTIVITIES

Hand-eye coordination is necessary to operate computers. Individual occasionally lifts and carries communication equipment and supplies weighing up to 50 pounds (non-essential).

Frequent bending, reaching, crawling and kneeling is necessary for in PC installation, mobile radio installation, tower work, and cabling installation. This position requires climbing ladders, stairs and crawling under desks. Work may be performed in attics or crawl spaces. Incumbent may climb microwave towers and structures as high as 150 feet (non-essential). Sufficient finger dexterity to use small tools. Regularly identifies and distinguishes colors.

Incumbent frequently communicates with employees, vendors and software support personnel in person, via telephone or e-mail.