

Job Opening Announcement & Job Description



NetServ-Support Technician Intern

(temporary position through August 2019)

Supervisor: Network Services Managing Director	Division: Network Services Location/Assignment: Employed by North Central Educational Service District 171 in Wenatchee, serving 29 school districts in Chelan, Douglas, Grant, and Okanogan Counties.
Salary Range: \$12.00 - \$13.50 per hour	Conditions of work: 8 hours per day (may be part-time in June and full-time July/August) - nonexempt position

GENERAL DESCRIPTION:

This position is a rare opportunity to join an exciting team. The regional Educational Service District 171 (ESD 171) is seeking a dynamic team player interested in making an impact in the lives of district staff as the NetServ Support Tech Intern for 29 School Districts within our ESD region. This position is based in Wenatchee, Washington. The NetServ Support Tech Intern is responsible for performing technical support duties on computing networked equipment including desktop computers, printers, laptops, and mobile devices; troubleshooting computer functional and operational problems for all users throughout the district; performing setup and installation of new computer hardware, as well as the standard software residing thereon. The intern is also responsible for configuring a variety of parameters specific to the software applications installed and ensuring network connectivity for new users as well as existing users with problems; providing set-up and maintenance of other networked equipment such as printers and other hardware devices and troubleshooting their network communications or operational problems.

Qualifications:

Preferred:

- Working towards an Associate's degree in computer networking or certification related field or equivalent experience
- Knowledge of Computer Hardware and software installation and operating systems
- Knowledge of Computer Networking and connectivity
- Knowledge of Windows, MacOS, iOS, GoogleOS

Skills, Knowledge, and/or Abilities:

- Working knowledge of computer maintenance, software support, Ethernet cabling, mobile devices, printers, and computer hardware installation
- Microsoft Office skills
- Experience with Cloud Computing (Office 365, Google Apps)
- Experience with imaging software (Ghost)
- Troubleshooting skills
- Excellent oral and written communication skills
- Excellent interpersonal skills to serve internal customer needs
- Experience in IT related projects including new software implementation
- Ability to manage multiple tasks simultaneously
- Ability to work independently and as part of a team
- Provide support and assistance to System Engineers, Network Engineers and Technicians as needed
- Valid Washington State driver's license required

Timeline:

Position opens: May 17, 2019

Position closes: May 30, 2019

Screening & Interviews as soon as possible

Position begins as soon as possible and runs through August 2019

Note: Employment contingent upon successful clearance of a Washington State Patrol, FBI fingerprint criminal history background check, and Sexual Misconduct background check.

NCESD is an Equal Opportunity Employer

Responsibilities:

- Assist to provide Tier 1 support consisting of maintenance, repairs, and upgrading of computer hardware, peripherals, and software; basic network troubleshooting, network cabling, and telephone systems requiring specialized computer and electronics repair skills for the purpose of maintaining computers and computer network equipment in a safe and functional operating condition.
- Respond to users regarding issues as quickly as possible.
- Experienced user of the Microsoft Office suite of applications.
- Analyze and determine network communication problems with networked devices and administer solutions.

- Set up and install hardware/software and configure environment for stable and reliable operation.
- Follow through and ensure proper operation and function of technology and required software prior to final destination delivery.
- Install software upgrades throughout the school or district as needed or directed.
- Maintain maintenance, and management of workstations/peripherals.
- Documentation of all hardware assigned.
- Assist NetServ team as needed.
- Supports a variety of hardware types, desktop and network operating systems including Microsoft, Apple, and Linux.
- Other duties as assigned.

Professional Growth and Responsibilities:

- Meets or exceeds performance expectations in the following areas:
 - Competence
 - Quality & Quantity of Work
 - Attitude
 - Flexibility, Innovation & Initiative
 - Cooperation with Supervisor/Director & Peers
 - Demonstrates & Supports Agency Values
- Supports and implements ESD policies, regulations, procedures and administrative directives; demonstrates loyalty to the ESD and other administrators.
- Submits records, reports and assignments promptly and efficiently.
- Deals with obstacles and constraints positively.
- Demonstrates ability to adjust to and use new approaches in the performance of his/her duties.
- Seeks and takes advantage of opportunities for professional growth.
- Maintains dress and appearance appropriate to a professional office setting.
- A new employee is subject to a 180-day probationary period and must be evaluated prior to its end. If work is found to be unsatisfactory, the employee is subject to termination.
- Other duties as assigned by the Managing Director Network Services, Executive Director Technology or Superintendent.

Physical Demands:

- Frequent travel within the ESD 171 region. Some overnight travel may be required.
- Extended or flexible hours as necessary.
- Sitting for extended periods of time may be required. Lifts and carries a maximum of 40 pounds. Adequate manual and finger dexterity, hearing, speech, and vision are necessary to perform the essential functions of this position.

Application Procedure:

North Central ESD is accepting applications for this position on-line only. To access our on-line application please click the link below.

All completed packets must be submitted on-line and include:

- Updated Resume
- Cover Letter
- Two Professional Letters of Recommendation (less than a year old)
- Sexual Misconduct Form

[Click here to apply](#)