Job Opening Announcement & Job Description

North Central Educational Service District

Desktop Support Technician	
Supervisor: Network Services Managing Director	Division: Technology Location/Assignment: Serving Entiat & Pateros School Districts and other districts located in Chelan & Douglas Counties
Salary Range: $44,341.00 - $50,169.00 (level 1) *Salary dependent on experience and education*	Conditions of work: 8 hours per day, 260 days per year, *exempt 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 Desktop Support Tech for Entiat and Pateros School Districts and other Chelan and Douglas County School Districts. The Desktop Support Tech is responsible for performing technical support duties on computing networked equipment including desktop computers, printers, laptops, mobile devices, and troubleshooting computer functional and operational problems for all users throughout the district. Perform setup and installation of new computer hardware as well as the standard software residing thereon. Configure a variety of parameters specific to the software applications installed and ensure network connectivity for new users as well as exiting users with problems. Provide set-up and maintenance of other networked equipment such as printers and other hardware devices and troubleshooting their network communications or operational problems.

Qualifications:

Required:
- Associate's degree in computer networking or certification related field or recent equivalent experience

Preferred:
- MCDST, MCSA, or MCSE preferred or requisite skills to attain certification.
- 1 year or more recent experience and responsibility in computer operations and technology support in:
  - Knowledge of Computer Hardware and software installation and operating systems
  - Knowledge of Computer Networking and connectivity
  - Citrix/WesPac experience preferred
  - Windows, MacOS, iOS, GoogleOS

Skills, Knowledge, and/or Experience Required:
- Excellent working knowledge of computer maintenance, software support, Ethernet cabling, mobile devices, printers, and computer hardware installation.
- Excellent Microsoft Office skills.
- Experience with Cloud Computing (Office 365, Google Apps)
- Experience with imaging software (Ghost)
- Excellent 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.
- Experience in Project Management and ability to manage multiple task simultaneously.
- Ability to work independently, provide direction and training to others.
- Provide support and assistance to System Engineers, Network Engineers and Technicians as needed.
- Responsible for documenting all hardware assigned to buildings.
- Ability to work after hours/weekends as needed, provide on-call technical support, and travel to remote sites on short notice.
- Valid Washington State driver's license required.

Timeline:
Position opens: September 4, 2019
Position opened until filled
First screen October 7, 2019
Screening & Interviews as soon as possible
Position begins as soon as possible

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

Responsibilities:
- Respond to trouble tickets from district users in a timely and efficient manner.
- Provides 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 district as needed or directed.
- Maintain maintenance, inventory, and management of workstations/peripherals.
- Documentation of all hardware assigned.
- Participates in meetings, workshops and seminars as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Assist NetServ team as needed.
- Facilitates communication among department staff, school districts, agency staff and others through regular meetings and dissemination of informational materials.
- Serves as a technical expert to the ESD and regional school districts in selecting and recommending hardware and software components for networks.
- Provides planning, leadership and/or training to ESD staff and/or clients with respect to network services and operations.
- Works closely with Instructional Technology Director with respect to interfacing school district/regional/state K-20, E-rate and Network planning initiatives with instructional technology goals.
- Supports a variety of hardware types, desktop and network operating systems including Microsoft, Apple, and Linux.

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**

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