

Job Opening Announcement & Job Description



NetServ Systems Technician	
Supervisor: Network Services Managing Director	Division: Technology Location/Assignment: Serving districts in Chelan, Douglas, Grant and Okanogan Counties.
Salary Range: \$61,196.00 - \$69,238.00 (level 1) <i>Salary range dependent upon experience and expertise.</i>	Conditions of work: 260 days per year, 8-hours/day <i>- exempt position</i>

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 Systems Technician 1 for 29 School Districts within our ESD region. This position is based in Wenatchee, Washington. The NetServ Systems Technician is responsible for performing technical support with MDM Platforms, all servers, manage active directory, desktop authority, print servers, spam filters, Citrix client support.

Qualifications:

Required:

- Bachelor's degree in computer science or related field or equivalent experience
- 2 years progressively extensive experience with:
 - Windows operating systems
 - Network traffic routing
 - Windows server 2008 - Current, Active Directory, (including administration and management of systems and services)
 - Microsoft Exchange 2003 - Current
 - IIS Administration
 - Firewall VPN management
 - Public/Private IP addressing schemes/configuration/management
 - Cloud-Based Services Management - Office365, Google Apps for Education

Preferred:

- MCSA, or MCSE preferred or requisite skills to attain certification
- Mobile Device Management Platforms

Skills, Knowledge and/or Abilities:

- Experience with Mobile Device Management Platforms (i.e. Meraki, JAMF, AirWatch, etc.)
- Understanding of firewall/content filtering
- Experience with content filtering for mobile devices (Securly, Relay by Lightspeed, GoGuardian, etc.)
- Experience with AntiVirus platforms, management, and deployment
- Experience working within a Windows Domain environment (setup, configuration, troubleshooting)
- Understanding of MacOS, iOS and Google OS in a business environment
- Excellent working knowledge of computer maintenance, software support, Ethernet cabling, and computer hardware installation
- Provide operation and administrative support for hardware, software and projects, which may encompass repairs, server upgrades, installations and deployments and contact with external vendors
- Functions include: server patching, software distribution, building new virtual or physical environments, configuration management & documentation, inventory management, accounting and security management, monitoring, fault management, change management and trouble management
- Excellent Microsoft Office skills
- Experience with imaging software
- Excellent troubleshooting skills
- Experience in IT-related projects including new software implementation
- Experience in Project Management and ability to manage multiple tasks 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
- Ability to work independently under broad organizational guidelines to achieve objectives
- Ability to set priorities, meet deadlines and schedules, deal with frequent interruptions, and work as part of a team
- Strong interpersonal skills demonstrated through the ability to build trusting, collaborative relationships
- Demonstrated excellent verbal and written communication skills
- Exceptionally high commitment to task accomplishment and flexibility in working hours and days

Timeline:

Position opens: January 12, 2021

Position closes: January 26, 2021

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.

NCESD is an Equal Opportunity Employer

Responsibilities:

- Respond to trouble tickets from district computing users in a timely and efficient manner
- Troubleshoot all servers/network issues
- Respond to users regarding issues as quickly as possible
- Experienced user of the Microsoft Office and Google suite of applications
- Analyze and determine network communication problems with networked devices and administer solutions
- Setup and install hardware/software and configure environment for stable and reliable operation
- Be proactive and follow through and ensure proper operation and function of servers/applications/network devices
- Install software upgrades throughout the core of the network
- Maintain maintenance, inventory, and management of all systems and network devices
- Maintain and update documentation of all hardware assigned
- Attend district technology meetings
- Serve as a technical expert to the ESD and regional school districts in selecting and recommending hardware and software components for networks
- Provide planning, leadership and/or training to ESD staff and/or clients with respect to network services and operations
- Work closely with Educational Technology Director with respect to interfacing school district/regional/state K-20, E-rate and Network planning initiatives with instructional technology goals
- Support a variety of hardware types, desktop and network operating systems including Microsoft, Macintosh, Novel, and Linux
- Other duties as assigned

Professional Growth and Responsibilities

- Meet or exceed performance expectations in the following areas:
 - Competence
 - Quality & Quantity of Work
 - Attitude
 - Flexibility, Innovation & Initiative
 - Cooperation with Supervisor/Director & Peers
 - Demonstrates & Supports Agency Values
- Support and implement ESD policies, regulations, procedures and administrative directives; demonstrate loyalty to the ESD and other administrators
- Submit records, reports and assignments promptly and efficiently
- Deal with obstacles and constraints positively
- Demonstrate ability to adjust to and use new approaches in the performance of his/her duties
- Seek and take advantage of opportunities for professional growth
- Maintain 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.

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](#)