

**JOB OPENING ANNOUNCEMENT
NORTHWEST EDUCATIONAL SERVICE DISTRICT 189**

POSITION TITLE Network Support Specialist I	SUPERVISOR Network Manager
DEPARTMENT Technology Services	WORK STATION NWESD 189 Anacortes, WA
SALARY RANGE \$21.56 min - \$24.25 max/hr (per NWESD 189 Professional/Technical exempt salary schedule II.7)	CONDITIONS OF WORK 8 hrs/day, 5 days/week, 260 days/yr. <i>(Inclusive of Holidays and Vacations)</i>

BRIEF STATEMENT DESCRIBING JOB:

The Network Support Specialist I is responsible for assisting with on-site network support for K-12 schools using Windows 2003/2008 Server, Linux/Unix, Windows XP/7 and OS X Server/Client. The position also assists in the installation, maintenance, and troubleshooting of file/print/application servers, proxy servers, firewalls, WEB servers, and network electronics. This position requires travel to school districts within the NWESD 189 service area which includes Snohomish, Skagit, Whatcom, Island and San Juan counties.

QUALIFICATIONS:

High school graduate or equivalent, a minimum of a two year technical degree in Computer Technology or related field, and two years of experience which demonstrates a working knowledge of the networking environment. An equivalent combination of education and experience may be substituted which provides the skills, knowledge and abilities to perform the essential functions of the position.

WSP/FBI criminal history background clearance required.

Licenses and/or Certifications:

Valid Washington State driver's license.

Computer and network certifications such as CCNA, RHCE, MCSE, CNE, A+, Network+ etc. are desirable.

Requires knowledge of:

- The field of assignment sufficient to perform completely and accurately the full scope of responsibility as illustrated by example in this position description.
- Network operating systems, Windows XP/7, Mac OS X, network electronic components and communications cabling infrastructure to support the needs of ISSC cooperative members.
- Various computer operating environments, including host-based interactive systems, personal computers, and network hardware/software.
- Internet/Intranet applications such as SMTP/POP3 mail systems, HTTP WEB servers, and other TCP/IP applications.
- Methods and techniques used in developing scripting and batch files related to configurations of network servers and user workstations.

Requires the ability to:

- Troubleshoot complex problems in the network environment in a timely and efficient manner.
- Configure, install, maintain, and troubleshoot Windows 2003/2008 servers and Mac/PC Workstations.
- Use various network testing equipment and hand tools.
- Perform routine scripting tasks.
- Effectively organize, prioritize and coordinate work requests.
- Work well with others to accomplish system objectives and to operate within district policies and decision-making structures. Function as an effective team member of the Technology Services Department.
- Keep abreast of changes in technology and to recommend and apply those changes in a timely manner.
- Successfully demonstrate interpersonal skills and customer service.
- Communicate effectively in both oral and written format. Prepare accurate, clear and concise reports, logs and related documentation of activities performed.
- Establish and maintain effective working relationships with co-workers, school district staff, ISP, state agencies, vendors, and the general public.

ESSENTIAL FUNCTIONS:

- Assists with on-site network support for K-12 schools using Windows 2003/2008 Server, Linux/Unix, Windows XP/7 and OS X Server/Clients. The support functions also include assisting with the installation, maintenance and configuration of network electronics which includes switches, hubs, and routers.
- Assists with the Installation, maintenance, and troubleshooting of email servers, file/print/application servers, proxy servers, firewalls, web servers, and database servers. Troubleshoots problems in local/wide area network environments. Responds to service requests in a timely manner.
- Assists with configuration of servers, firewalls, and Internet filters.
- Participates as a team member in planning for upgrades and services as well as in the development of goals, policies, and procedures for the future use of Network Systems.
- Attends and participates in technical conferences, and seminars to keep abreast of changes in technology.
- Configures Windows work stations and Mac work stations for use on the Network.
- Responds to and resolves user questions regarding difficulties with network services or refers the questions to the appropriate individual(s).
- Prepares clear, informative, and timely written reports on activities as well as maintains detailed logs and documentation related to system changes.

APPLICATION PROCEDURE:

Applications will be accepted until **filled**.

A skills test will be conducted for selected candidates.

A complete application file includes the following:

1. Completed NWEED 189 Classified/Professional Technical application form
2. Letter of interest reviewing qualifications and experience related to the essential functions of the position
3. Current resume
4. Current letters of recommendation (**preferably three**)
5. Fingerprinting fee of \$51.25 to be paid by employee upon hiring.

Questions about the application process are directed to:	Questions about the position are directed to:
<i>Kristine Juhl, Personnel Assistant Northwest ESD 189 1601 "R" Avenue Anacortes, WA 98221 360/299-4057</i>	Kyle Bunker, Network Manager 360/299-4061 Eric Hall, Technology Services Director 360/299-4055

Northwest ESD 189 is an Equal Opportunity Employer; the "job share" concept is also a consideration of hiring. Employment is on a conditional basis pending completion of a Washington State Patrol and FBI fingerprint criminal history background clearance and completion of an Employment Eligibility form presenting proof of identity and employment authorization status.
