

**Professionally and compassionately helping people**



**PUGET SOUND  
REGIONAL FIRE AUTHORITY**

INTERNATIONALLY ACCREDITED FIRE AGENCY

# Technical Systems Specialist II

**CAREER OPPORTUNITY**

# RFA GOVERNANCE

Puget Sound Fire is governed by the Regional Fire Authority Board. This Board is comprised of six voting members and three non-voting members. Three members of the Board are appointed from ranks of the Kent City Council, three from the Board of Fire Commissioners for Fire District 37, one non-voting member from the Covington City Council, one non-voting member from the SeaTac City Council, and one non-voting member from Fire District 43. The Board's responsibilities are to oversee the budget and policy decisions and to ensure the department is successful in its mission of protecting our community.

## Department Overview

- 13 Fire Stations
- 3 Battalions
- 300+ full-time employees
- 25,000 emergency responses in 2017



## THE DEPARTMENT

The Puget Sound RFA is a progressive, diverse, full spectrum life safety agency protecting more than 200,000 citizens. The men and women of Puget Sound Fire are proud to serve their citizens, with over 25,000 emergency responses in 2017.

Puget Sound RFA is an internationally accredited full-service, all risk fire and rescue department that provides services to the citizens of Covington, Kent, SeaTac, Maple Valley and portions of unincorporated King County. Our workforce is approximately 300 employees and an annual budget of nearly \$70 million.

Under the leadership of the IT Manager, the Technical Systems Specialist II will be a member of the IT Department. This Department serves the cities of Covington, Kent, SeaTac, Maple Valley and Renton with their technical support services in support of the mission of the fire department in a way that is efficient, effective and fiscally responsible to the communities served.

## CORE VALUES

**Be safe. Do your best. Serve with integrity. Take care of each other.**

## **THE IDEAL CANDIDATE**

- Become familiar with, follow, and actively support the Department's mission, vision, and value statements.
- Applies quality customer service principles and concepts to assist internal and external customers in a patient, courteous, and tactful manner.
- Demonstrate ability to effectively communicate and work efficiently with others collaboratively.
- Operate within the RFA's procedures and guidelines to professionally represent the department.

## **EXAMPLES OF DUTIES**

- Provide technical support for computer systems and their applications by determining problem origin, whether from hardware or software, and resolving problems through internal resources or through communication with vendor technical support staff.
- Provide support for calls not resolved at the first line help desk level for computer systems, software packages, and physical layer network systems by determining root cause of the problem then developing appropriate workarounds and solutions, and escalating to the next level of support when necessary. Track calls to resolution, documenting steps taken to resolve the issue.
- Assist as needed in the management of back end systems such as email filtering, web filtering, antivirus and similar systems.
- Establish priorities for response to service calls based on severity, location, and workload factors.
- Setup, install, troubleshoot, upgrade, and maintain computer hardware, software, and printers.
- Install, test, and review new and upgraded hardware and peripheral equipment and test for system integrity.
- Assist in providing training to users in usage/capabilities of software, network, and computers.
- Assist in maintaining specifications for computer hardware, software and other office systems.
- Engage in applying images to new computers and in the development of new images for new hardware.
- Assist with monitoring license compliance for all system software.
- Assist in the enforcement of standard computer configurations and naming conventions. Provide routine maintenance for computer and peripheral equipment.
- Maintain inventory software, analyze data of computer systems, and compile custom reports from inventory data as requested.
- Organize the proper dispersion of obsolete equipment whether by sale or disposal.
- Ensure proper training room configurations for each on-site training class held.
- Become familiar with, follow, and actively support the vision, mission, values, and behavior standards of the organization.
- Incumbent is frequently required to travel to user sites and/or offices to provide technical support and resolve user computer problems.

## APPLICATION & SELECTION

Application deadline:  
August 21<sup>th</sup> at 8:00 a.m.

Please apply at:

[www.pugetsoundfire.org](http://www.pugetsoundfire.org)

### SELECTION PROCESS:

Applicants will be reviewed for minimum qualifications.

Successful candidates will be invited to the first-round interviews.

Questions? Please contact Jennifer Zager, HR Specialist at 253-856-4309 or [JZager@pugetsoundfire.org](mailto:JZager@pugetsoundfire.org)



## EMPLOYMENT STANDARDS

1. High school diploma, general education degree (GED) or equivalent. Some college-level training with specialized course work in computer science, personal computer operations or related subject
2. Two years of work experience involving computer hardware/software at a technical level.
3. PC applications; MS Office Suite (Office 365 desired); Windows 7 and 10. Valid Washington State Driver's license.

*In place of the above requirements, the individual may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skills, and ability to perform the essential duties and responsibilities.*

## COMPENSATION & BENEFITS

This nonexempt position will be offered at a salary of \$61,716 – \$76,192 with the following benefits in addition:

- Longevity Pay
- Vacation: 96 hours annually
- Holidays: 12 paid holidays annually
- Sick Leave: an accrual of 8 hours per month of paid sick leave
- Bereavement Leave
- Health insurance: medical, dental and vision plans
- Retirement: PERS (Public Employees Retirement System).
- Deferred Compensation: PSF will contribute 3% of the employee's annual salary
- Life Insurance
- Long Term Disability
- Education Reimbursement