



**PUGET SOUND
REGIONAL FIRE AUTHORITY**
INTERNATIONALLY ACCREDITED FIRE AGENCY
Matt Morris Fire Chief

*Professionally and
compassionately helping people*

PUGET SOUND REGIONAL FIRE AUTHORITY EMPLOYMENT OPPORTUNITY

Position: Technical Systems Specialist

Annual Salary Range: \$53,279 - \$74,545

Closes: August 17, 2022, at 4:00 p.m., or until filled.

Position Description/Requirements: See job description attached.

Union Membership: This is a non-union position.

Benefits: Puget Sound Fire offers a competitive benefits package including but not limited to: Public Employees Retirement System (PERS) • medical, dental and vision insurance for employees and dependents • employer contribution of 3% to 457 deferred compensation plan • longevity pay • paid vacation & sick leave • 30 hours of personal leave annually • 12 paid holidays • long term disability • life insurance • education incentive pay • tuition assistance.

Background: All candidates will need to successfully pass a background screening that includes driving records and drug test. Additionally, some jobs may require a credit check.

To Apply: Please go to our website at www.pugetsoundfire.org and complete an application, include a cover letter and resume, and send to jzager@pugetsoundfire.org

Selection Process: Once the job closes, applicants will be reviewed for minimum qualifications and successful candidates will be contacted.

Puget Sound Fire Overview: Puget Sound Regional Fire Authority is an internationally accredited full-service, all risk fire and rescue department that provides services to the citizens of Covington, Kent, Maple Valley, SeaTac, and Fire Districts 37 & 43. Our workforce is approximately 370 employees.

TENTATIVE SCHEDULE

First Interviews: Week of August 22, 2022

Second Interviews: Week of August 29, 2022

Contingent Offer, start background: September 2, 2022

Final Offer: September 9, 2022

Start Date: September 26, 2022



TECHNICAL SYSTEMS SPECIALST

PAYGRADE: 18
FLSA STATUS: Non-Exempt
LAST REVIEWED: August 2022

GENERAL PURPOSE:

Under the direction of the Information Technology (IT) Manager, assist in providing technical support and training for the use of the RFA's computer systems, network, and software applications.

ESSENTIAL FUNCTIONS:

- Provide first line help desk level technical support for users through phone calls, emails, service tickets, and walk ins for issues regarding computer hardware, software, basic network issues, developing appropriate solutions or workarounds, and escalating to the next level of support when necessary.
- Provide routine maintenance for computer and peripheral equipment. Assist with maintaining user accounts in multiple software programs including but not limited to, Active Directory, Office 365, ERP, ESO, Active 911, SharePoint, etc.
- Install and assist in the use of various computer, laptop, tablet, mobile phone, printer, scanner, copier, etc., hardware components.
- Maintain and train users on software / hardware use such as document scanners and how they work with ERP.
- Assign service tickets and establish priorities for response to service calls based on severity, location, and other workload factors.
- Assist as needed in the management of back-end systems such as email filtering, web filtering, antivirus, and similar systems.
- Set up, maintain, troubleshoot Recruit Academy WiFi, iPad, user accounts, computers, random accessories, A/V equipment in classrooms, etc.
- Develop and deploy images for new computer desktops, laptops, ESO tablets, and MDCs.
- Assist in maintaining specifications for computer hardware, software, and other office systems.
- Assist with monitoring license compliance for all system software.
- Assist in the enforcement of standard computer configurations and naming conventions
- Maintain inventory software, analyze data of computer systems, and compile custom reports from inventory data as requested.
- Maintain and ensure proper training room configurations while assisting user operation, as necessary.
- Manage proper dispersion of obsolete equipment whether by sale or disposal.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

- Various standard application software such as Microsoft Office 365 Suite,

Windows. Operating System.

- End user maintenance in typical software packages.
- Cellular device management and text message capture.
- Mobile Device Management systems.
- Capabilities of computers, tablets, peripheral equipment, and mobile phones/devices.
- Computer operations, operating systems, utility programs, etc.
- Research and analysis methods and techniques.
- Record-keeping techniques and database reporting.
- Modern office practices, procedures, and equipment.

Skills:

- Communicating complex technical ideas in non-technical terms.
- Correct usage of English grammar, spelling, punctuation, and vocabulary.
- Effective interpersonal skills using tact, patience, and courtesy.
- Analyzing computer problems, investigating the cause, and providing effective solutions.
- Analyzing basic software packages.
- Using NetMotion or comparable VPN software.

Abilities:

- Learn computer software packages and adapt for specific user application quickly and effectively.
- Operate a variety of computers and related equipment including printers, scanners, smart devices/phones, and software packages.
- Conduct technical research, gather, and analyze data, and recommend solutions.
- Establish and maintain effective working relationships with co-workers, officials, vendors, and consultants.
- Work in a team environment to help solve complex problems.
- Understand and follow directions.
- Effectively use interpersonal skills in a tactful, patient, and courteous manner.
- Communicate effectively both orally and in writing.
- Analyze situations accurately and adopt an effective course of action.
- Read and interpret documents such as policies and procedures, technical manuals technical business periodicals, technical specifications, etc.
- Prepare, review, and maintain clear and accurate documentation for various daily routines, job duties, running reports and other technical procedures.
- Effectively respond to inquiries or complaints from users.
- Effectively present information and respond to questions in one-on-one situations and in small groups of employees.
- Become familiar with, follow, and actively support the Puget Sound RFA's mission, vision, and core value statements.

MINIMUM REQUIREMENTS:

Education:

Bachelors degree or Associate degree, credentials, or professional certificates in computer science or related field.

Experience:

Five (5) years' experience involving computer hardware/software at a technical level.

Preferred:

Public sector technology experience.

Or:

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

LICENSES AND OTHER REQUIREMENTS:

- Valid Driver's License
- Required to use hand tools related to computer repairs such as punch-down tools, screw drivers, computer chip puller, etc.
- Proficient with Microsoft Office 365 Products, Excel, Word, Outlook
- Required to operate an RFA vehicle to travel to and from sites.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; and talk and hear. The employee frequently is required to type on keyboard for extended periods of time. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Required to use hand tools related to computer repairs such as punch-down tools, cable crimpers, screw drivers, small power tools, etc.

Work is performed in various locations ranging from a typical office environment to complex Fire apparatus/vehicles. The noise level in the work environment is usually moderate to occasionally loud.