



JOB ANNOUNCEMENT SHORELINE SUPPORT SPECIALIST

Open Until Filled

SUMMARY:

Reporting to the Information Technology Director and located in Shoreline, the Shoreline Support Specialist provides first and second tier support to customers on a variety of technical issues in a 24 hour environment. This position will provide services primarily to the Shoreline Fire Department. The incumbent ensures proper operation of computer related systems and adheres to NORCOM IT policy, standards, and procedures in mission critical environments. This includes receiving, prioritizing, documenting, and proactively resolving end user help requests via phone, email or other messaging systems. An individual in this position must make sound and reasonable decisions in accordance with laws, ordinances, regulations, and established procedures. They will also perform a wide variety of duties and responsibilities with accuracy and speed under a deadline, maintain current technical expertise in an environment of rapidly changing technology, utilize current techniques when implementing office automation solutions; and communicate effectively both orally and in writing.

MINIMUM QUALIFICATONS:

- Bachelor's degree in Computer Science, Information Technology, or related field
- Three to five (3 to 5) years of recent Support Specialist experience with a wide variety of operating systems, software, hardware, applications, peripheral and problem resolution.

OR

- Any equivalent combination of education and current experience sufficient to successfully perform the essential duties of the position.

DESIRED QUALIFICATIONS:

- Mid-level Information Technology certifications including but not limited to MTA, MCSE, A+, Network+, Project+
- Public Safety Experience

LICENSES, CERTIFICATIONS and OTHER REQUIREMENTS:

- Valid Washington State driver's license; good driving record

SALARY RANGE: \$92,199 – \$98,707

HIRING & SELECTION PROCESS:

Candidates should send letter of interest and resume to the Human Resources Coordinator, Roky Louie at rlouie@norcom.org.

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation or veteran status. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources.

NOTE: the recruitment process includes Suitability Assessment Report testing, an extensive background and criminal history check, a polygraph test, a psychological examination, one or more panel interviews, a medical examination (including a physical, an audiogram, and a drug screen), and finger printing.