



JOB ANNOUNCEMENT

Systems Engineer

Open Until Filled

SUMMARY:

Reporting to the Senior Systems Engineer, the Systems Engineer provides first and second tier support to customers on a variety of technical issues in a 24-hour environment with primary responsibility to Infrastructure. This position will provide services to NORCOM and contracted agencies as needed. The incumbent ensures proper operation of computer related systems and adheres to NORCOM IT policy, standards, and procedures in mission critical environments. This includes support, installation, monitoring, configuration, and design of Storage Area Network (SAN), virtual environments, and related systems. Provides production and product support for infrastructure software and hardware systems assigned. May serve as lead system or technical analyst and/or technical specialist on complex agency projects as needed or assigned.

Supports analog, digital and VoIP telephone equipment and related systems, testing, repair, and maintenance procedures. Strong networking and security background as it relates to routing and switching in IP voice and data environments. Knowledge and understanding of IP addressing, DHCP and VoIP Quality of Service (QoS). Telephone and communication system operations, procedures, and maintenance, including related call tracking and accounting operations and procedures in a 911 public safety environment including 911 database programming and maintenance. Prepares requirements and design documents independently and through team facilitation. Works closely with team to ensure back-up team members are cross-trained on supported systems to ensure business continuity. Also supports team members on all supported systems to ensure business continuity.

MINIMUM QUALIFICATONS:

- A Bachelor's Degree in Computer Science or related field and four (4) years of recent experience in the design, installation, and maintenance of virtual servers, SANs, knowledge of SQL Servers, High Availability, VoIP systems, IP switching, IPSec site-to-site and remote-access technologies, network security and related routing and firewall implementations.

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 MCSA, MCSE, A+, Security+, Network+, Project+, CCNA, CCNP, VMware, Hyper V.
- Public Safety Experience

LICENSES, CERTIFICATIONS and OTHER REQUIREMENTS:

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

SALARY RANGE: \$94,042 – \$100,681

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.