



**SPOKANE REGIONAL
EMERGENCY
COMMUNICATIONS (SREC)
invites applications for the
position of:**

Senior Public Safety Network Administrator

SALARY: \$5,976.71 - \$8,009.37 Monthly
\$71,720.57 - \$96,112.42 Annually

DEPARTMENT: Technical

OPENING DATE: 02/15/21

CLOSING DATE: Continuous

DESCRIPTION:

BASIC FUNCTIONS AND RESPONSIBILITIES:

FLSA exempt position responsible for performing duties related to computer, 911 phone operations, applications development and operations, telecommunications applications, and data base management to support a regional communication center. This position works under the general supervision of the Public Safety Systems Manager (IT). Assignments are received in the form of general objectives, automated and manual trouble ticket submissions. As expert level network administrator of the Spokane Regional Emergency Communications, this position provides expert consultation and specialized analysis, design, development, acquisition, installation, maintenance, programming, testing, quality assurance, troubleshooting, and/or problem resolution tasks for agency-wide high risk/high impact, or mission-critical data network infrastructure.

EXAMPLES OF ESSENTIAL DUTIES:

ESSENTIAL FUNCTIONS:

- Install, configure, maintain and troubleshoot both local and wide area network hardware and software, such as Cisco routers and switches, WAAS, Wireless, ASA firewalls, VPN, network interface cards, PCs, hubs, and data circuits.
- Provide training and technical support to staff on the use of public safety Information Technology systems.
- Serve as a technical advisor to agency staff and other user agencies.
- Provide computer or technology support to the Spokane Regional Emergency Communication Center (SREC)
- Maintain, update and run a variety of records and reports produced from Computer Aided Dispatch (CAD), network monitoring and system utilization applications, and network security applications.
- Assist Public Safety Systems Manager (IT) in general design, installation, modification, recommendation, and operation of the data network/security infrastructure.
- Monitors network security events and systems, alerting proper staff of IT security events/problems.
- Troubleshoot and resolve problems reported by users. These may include 911 network failures,

CAD interface issues, telephone line problems, mobile network issues, or computer system problems.

- Provide input in the development of requirements for and procurement of new upgrades to equipment, software, and network services which support 911 activities.
- Know, understand, and adhere to safety policies; observe and report potential hazards or breaches of safety plans while in the workplace.
- Perform other duties as assigned.

TYPICAL QUALIFICATIONS:

REQUIRED KNOWLEDGE OF/SKILL IN:

- Proficient use of computer and office equipment in office environment.
- Considerable knowledge of automated systems such as servers, workstation computers, telephone systems and local/wide area network systems.
- Demonstrated skill in troubleshooting data networks and applications, telecommunication equipment and systems including Voice over Internet Protocol (VoIP) telephone equipment.
- Advanced knowledge of data networking infrastructure, IP addressing, complex routing and switching, and system design utilizing switches, routers and firewalls. Understanding of TCP/ IP networking, VLANs, packet analysis, and sub netting. Knowledge in network related server hardware and software.
- Experience working Microsoft Active Directory, server management applications and operating systems, and virtualization.
- Knowledge of IT security best practices and policies.
- Routine programming and scripting languages.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Basic principles and practices of technology project management.
- Familiarity with State, federal and local ordinances, laws, rules and regulations pertaining to public sector information technology, and public safety preferred.

INTERPERSONAL CONTACTS:

This position interacts with others in SREC on IT infrastructure and networking in support of mission critical data and voice networks. The position interacts with other division units and other agencies as an IT infrastructure consultant dealing with network bandwidth, wireless connectivity, technology, projects, and IT architecture. This position may also represent the agency on concerns of IT technology projects when working with internal and external customers and partner agencies. This position also works closely with the Public Safety System Manager (IT) and Public Safety System Manager (Radio) to ensure network technology deployment and configuration is compatible across systems.

SUPPLEMENTAL INFORMATION:

REQUIRED ABILITY TO:

- Communicate effectively both orally and in writing.
- Follow regulations, procedures and policies.
- Organize and maintain accurate files and records.
- Research and retrieve data and information from various computer applications.
- Maintain confidentiality of sensitive information.
- Work with a minimum of supervision.

REQUIRED EDUCATION AND EXPERIENCE:

- Individuals possessing the knowledge, skills, and abilities listed above are considered to

possess the necessary education.

- Four (4) years of information technology experience such as consulting, analyzing, designing, programming, installing and/or maintaining network infrastructure equipment, providing customer or technical support, It security and intrusion detection/prevention, and data network technology.

DESIRED QUALIFICATIONS:

- Bachelor's degree in computer science, information science, electrical engineering, electronics or related field.
- Expertise in the design of data, voice, and video networks, data wiring standards, and MPLS networks.
- In-depth knowledge of CISCO, Juniper, Linux, and other network equipment and protocols.
- Knowledge and understanding of data/voice troubleshooting tools, computer based applications, networks, wiring standards, and protocols.
- Technical writing ability and good communication skills.
- Demonstrated customer service skills.

LICENCES OR CERTIFICATIONS

- Possession of or ability to obtain driver's license valid in Washington within 30 days of hire date.
- Successful completion of CJIS Background check.
- A Central Computerized Enforcement Service System (ACCESS) certification upon employment.
- CCNA certification preferred

PHYSICAL, SENSORY AND MENTAL DEMANDS:

- Ability to push and pull up to 75 pounds, and lift and carry up to 25 pounds on a regular basis. Dexterity of hands and fingers to operate computer keyboard, recording equipment, copy and printing machines.
- Ability to occasionally crawl, kneel, climb and reach.
- Ability to use a variety of hand tools and diagnostic equipment.
- Must be able to work pager duty on a rotational basis as needed. This may include nights, weekends and holidays. Must be able to respond to the center within one hour while on pager duty.
- Hearing and speaking to exchange information.
- Ability to legally drive a vehicle.

APPLICATIONS MAY BE FILED ONLINE AT:

<https://srec911.org/>

1620 N. Rebecca St.
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Position #013
SENIOR PUBLIC SAFETY NETWORK ADMINISTRATOR
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