



JOB ANNOUNCEMENT

SYSTEMS ENGINEER

OVERVIEW

SNOPAC Emergency Communications is a 9-1-1 police, fire and medical dispatch center serving Snohomish County which processes emergency and non-emergency calls to 36 police and fire agencies. SNOPAC 911 is one of the busiest dispatch centers in Washington State.

We are seeking candidates to fill a full time Systems Engineer position in our Everett, WA regional communications facility.

Candidates must be able to identify with SNOPAC's Core Values: *Integrity, Professionalism, Respect and Teamwork*. Working together as a team, you will achieve goals and meet deadlines while understanding that communication is critical.

This is an ideal opportunity to be a part of the implementation of the technical roadmap for applications and services at SNOPAC 911. The right candidate will support the organization in delivering network and systems services in-house and to public safety agencies. Network services include site surveys, network designs, installation/maintenance, and wired and wireless Internet setups within the facilities.

Qualified candidates will have demonstrated experience in the development, engineering, implementation and support of networks (LAN and WAN), network security and computer systems. Candidates must possess the required education and experience to be considered for the position.

KEY JOB RESPONSIBILITIES

- **Installation and Maintenance**

Complete the installation and configuration of network hardware in new and/or existing infrastructure. Document install of network by following departmental standards and practices. Support external and internal client concerns and expectations during install/cutover of services and provide creative and cost effective solutions as required. Perform onsite event support and network maintenance/upgrades as required.

- **Survey and Design**

Complete network survey and design projects. Responsible for understanding complex network infrastructure (new and existing) and overall design of public safety networks. Communicate on site and remotely with SNOPAC and member agency technical staff, and attend meetings as necessary. Create detail oriented network documentation and designs based on onsite network assessments and surveys.

- **Network Support and Monitoring**

Root cause analysis and proactive communication are critical. Provide phone support to member agencies. Manage changes and updates to hardware, configurations and documentation. Provide escalation of detailed troubleshooting steps and resolution. Attend conference calls with clients and vendors to network needs. Support custom configurations based on our member agency needs. Perform onsite and emergency support as required. When on call, must be able to report into SNOPAC within one hour of receiving a request for urgent technical support needs.

- **Training and Testing**

Proficient in understanding and presenting SNOPAC service offerings to internal and external clients. Responsible for staying up-to-date with the latest Cisco and other network related vendors, as well as Microsoft and various related IT technologies. Administer necessary training and knowledge transfer SNOPAC technical staff. Provide testing for network configurations, hardware, and software updates, user interfaces, and associated systems.



QUALIFICATIONS

A combination of education and related experience sufficient to provide the requisite knowledge, skills and abilities may substitute for education requirements.

- Two-year degree or certificate in a related technical field and/or
- Three (3) years full-time experience in computer networking, network administrator, systems engineer, or systems programmer.

The Ideal Candidate Will Have:

- Cisco Certifications – Preferred: CCNA/CCDA/CCNP
- Microsoft Certified Systems Engineer (MCSE)
- 3+ years of Cisco IOS and hardware experience.
- Familiarity with the following Cisco hardware:
 - Cisco access routers: 1800s, 2800s and 3800s and newer
 - Cisco switches: 2950s, 2960s, 3500s, 3750s and newer
 - Cisco ASA Firewalls
- Proficient in Cisco VLANs, ACL, IPSEC/VPN, AAA configuration, Radius, Tacacs+, DNS, DHCP, RF fundamentals and IP subnetting
- Experience troubleshooting Internet circuits (T1/Frame Relay)
- Strong documentation skills
- Demonstrated troubleshooting skills and root cause analysis
- Excellent communication skills and attention to customer satisfaction. Must be able to communicate to different audiences with varying levels of technical knowledge

Due to the nature of this work, candidates are required to successfully pass a thorough, intense and strict pre-employment background investigation. Failure to disclose pertinent information or attempt to conceal requested information may be grounds for immediate disqualification. Recent drug use, criminal convictions, unprofessional/inappropriate workplace conduct and other factors may also be grounds for immediate disqualifications.

PAY AND BENEFITS

SNOPAC 9-1-1 offers highly competitive compensation and benefits programs.

Salary range \$65,328 - \$97,993 annually

Medical, dental and vision benefits

Generous paid time off program

12 paid holidays

Public Employees Retirement System (PERS)

Deferred compensation match

TO APPLY

To apply for this position, please **e-mail** the application packet to hr4@snopac911.us .

1. a letter of interest describing how you meet the qualifications
2. resume
3. responses to the supplemental questions

The position will remain open until filled. Only applicants possessing the stated qualifications, education and experience will be considered for the position. More information and a full job description, including illustrative examples of work can be obtained from our website at www.snopac911.us.

SNOPAC is an Equal Opportunity Employer

SUPPLEMENTAL QUESTIONS

Our vision is a safe community for all.



Please answer the following supplemental questions and attach them in your email with your letter and interest and resume. Feel free to create your own document with these questions and answers on them.

1. What certifications do you have and how have they assisted in your career?
2. Describe your experience troubleshooting Internet circuits (T1/Frame Relay).
3. Describe how you have implemented a common routing protocol.
4. Discuss in detail work you have done with PIX/ASA in relation to security levels.
5. Tell us how you communicate to different audiences with varying levels of technical knowledge.