

**Walla Walla County
Position Description**

JOB TITLE: Senior Systems Support Technician

DEPARTMENT: Technology Services

REPORTS TO: Technology Services Manager

PAY GRADE: 6, Full-time (40 hours/week); Benefits Apply, Courthouse Union

JOB SUMMARY: This position serves as a Technical Support Specialist and requires an in-depth experience and working knowledge of computer hardware, software, networking, system design, peripherals, database administration and system management. It requires a demonstrated knowledge of current versions of Microsoft Windows PC and Server operating systems, Microsoft Exchange, Smart Phones, and other industry standard software, hardware, and peripherals as well as a working knowledge of networks, routers and switches to maintain network connectivity. Additionally, this position must have a working knowledge of physical security systems, Audio/Visual systems and remote conferencing hardware and software.

This position requires experience in technical support and helpdesk functions, network support and troubleshooting, server maintenance and troubleshooting, security best practices, fostering professional relationships with users, prioritizing, and scheduling technical support activities as well as system administration.

SUPERVISORY RESPONSIBILITIES: Supervision is not a responsibility of this position. Shall provide support and/or training to the Systems Support Technician.

ESSENTIAL FUNCTIONS:

- Support and respond to all security events in the network including intrusion prevention, intrusion detection and remediation across all County Servers, Desktop/Laptops and Network
- Server System Administration.
- Monitor server performance and disk storage space.
- Install and maintain computer hardware and software.
- Install and maintain server and network core components.
- Manage the County's Office 365 Tenant.
- Troubleshoot and manage current Microsoft Windows PC operating systems and other desktop application problems on PC's, laptops as required.
- Troubleshoot and current Server operating systems and other server applications.
- Monitor and troubleshoot networking issues.
- Support and maintain the County's backup infrastructure.
- Maintain personal and shared network storage for data and application files.
- Support and maintain Cisco WebEx hardware and software.
- Support and maintain Audio/Video equipment including cameras, wired and wireless mics, recorders, mixers, and bi amps.

- Support, maintain and install physical security systems including cameras, servers, recording software and wiring for all County offices including the Juvenile Justice Center and the Walla Walla County Corrections Facility.
- Support and maintain the Superior Court trial recording systems.
- Responsible for maintaining physical security hardware and software across the county including surveillance cameras, card access readers and software as well as installation of said devices.

EXAMPLE OF DUTIES:

- Work consists of office administration and a high level of user and system support of computers including operating systems for current Microsoft Windows PC and Server operating systems, networks, relational database management for Microsoft SQL Server products, Microsoft Exchange, and network management.
- Work closely with senior level staff for direction of system administration, database administration and networking tasks.
- Assist in the management of an Ethernet network to ensure efficient operations.
- Create and delete user profiles granting appropriate access to the system.
- Complete projects within deadlines.
- Install wiring for networks except as prohibited by Washington State Laws.
- Install physical security devices such as mag locks, card readers, surveillance cameras and door alarms.
- Remediate security issues such as patching, virus/malware removal, reading logs and providing forensics for potential compromise.
- Provide support in the form of use and troubleshooting for more than 300 separate applications.
- Perform user training as needed.
- Perform office administration tasks.
- Document processes, procedures and changes relative to the maintenance and operation of servers and networks.
- Actively promotes Technology Services Department and its employees.
- Working in a team-oriented department this position serves as support technician to user and system support issues. Work contacts include elected officials, department heads, consultants, contractors and other professionals in the computing industry, county employees and the general public.
- Present possible solutions and alternatives to issues to the technology services team and to the department director.
- Perform other duties as may be assigned by the department senior staff and Technology Services Manager.

EQUIPMENT TO BE USED: Electronic computing devices, calculators, network testing equipment, printers, smart phones and IOT devices, and other devices normally associated with the computing industry. Additionally, familiarity with physical security devices such as mag locks, door strikes, card readers and surveillance cameras and the tools necessary to install such hardware.

WORKING ENVIRONMENT/ PHYSICAL ABILITIES: Work is primarily performed in an office setting or in the field and may occasionally require the incumbent to travel to other county offices, travel to conferences and meetings, or work at other county facilities for projects or technology installations. On occasion, the incumbent may participate in maintenance, installation or upgrades which would require

climbing a ladder and the ability to work at various heights, normally lower than twenty (20) feet. Incumbent occasionally may be required to lift objects weighing up to fifty (50) pounds.

KNOWLEDGE AND ABILITIES:

- Ability to perform and document detailed work.
- Thorough knowledge in current Microsoft Windows PC and Server operating systems, TCP/IP, DNS, FTP, HTTP, SMTP, DHCP, VPN, HTML, Cisco Routers, firewalls and various backup software and strategies.
- Detailed knowledge of Virtualization and VMWare and Hyper-V environments
- Proven skill in managing and understanding complex VLANs.
- Ability to evaluate security information from IDS/IPS and apply appropriate measures to counter threat vectors to County hardware and software.
- Demonstrated knowledge and understanding of physical security systems.
- Ability to perform proficient operations with speed and accuracy of county computer equipment and related peripheral equipment.
- Ability to prioritize workloads as necessary to the operation of the Technology Services Department in its services to other county offices.

EDUCATION AND EXPERIENCE: Requires a BS or BA degree in a computer related field and four (4) years' experience in system/network administration, or a Microsoft Certified Systems Engineer (MCSE) certification and four (4) years' experience in system or network administration, or six (6) years' experience in system administration and three (3) years' experience with Ethernet Networks including working knowledge of Cisco routers and Firewalls or a C.C.N.A certification.

LICENSES AND OTHER REQUIREMENTS: Must successfully pass a background check, driving record check and fingerprinting. Must possess and maintain a current valid driver's license. Complete local Public Records Act training and Criminal Justice Information System security training within one (1) month of hire date. Sign a Non-disclosure Agreement with Walla Walla County.

**THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT
FOR EMPLOYMENT.**