



CAREER OPPORTUNITY PROFILE

Job # 201957
Opens: 12/11/19
Open until filled

TITLE: Network Operation Specialist
CLASS: Network Operation Specialist
Program: Technology Services Albany/Toledo or Remote
Full-Time Regular (40 hrs/wk)

ABOUT THE TECHNOLOGY SERVICES PROGRAM

The **Technology Services Department** provides comprehensive, agency-wide Information Technology (IT) management. Services include network implementation; software and website development; computer and phone maintenance; consulting; and project management for OCWCOG departments and by contract to other agencies.

Technical Support for Regional Communities Technology Services extends its networking expertise to smaller communities that cannot afford the high cost of network support. Purchasing, network design and implementation, IT support, and grant writing are among the services offered

GENERAL INFORMATION

This announcement will remain open until filled; however, the application screening process is expected to begin on or about December 30 2019. Therefore, at the agency's discretion, materials received after December 30, may not receive consideration.

This position is represented by the Service Employees International Union (SEIU), pursuant to Article 14 of the Collective Bargaining Agreement.

ABOUT THE POSITION

Provides operations management for the agency computer network, telephone system, workstations, and related services. Acts in a lead capacity to provide technical services to staff consistent with agency service level agreements. Maintains agency network and telephone systems for optimum operation, security and availability. Oversees the work of contractors and business partners who may from time to time install and maintain network components. Exercises independent judgment in determining appropriate actions to be taken in maintenance of technology and related services assigned to department. These tasks are illustrative only and may include other related duties.

Performs position duties in a manner that promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engages in effective team participation through willingness to assist and support co-workers, supervisors, and other work related-associations. Develops good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrates positive acceptance of constructive feedback and suggestions, in an effort to strengthen work performance. Contributes to a positive, respectful and productive work atmosphere. Regular attendance is required to meet the demands of this job and to provide necessary services.

ESSENTIAL JOB DUTIES

- Install, configure and maintain the agency's network and telephone systems for optimum operation, security, and maximum availability to agency staff.
- Administer the department's help desk system and coordinates the work activities and assignments of program staff, as directed.

- Oversees the work of contractors and business partners who may from time to time install, repair and maintain agency technology as required.
- Coordinates the work activities and assignments of program staff, as directed
- Ensure adequate backup of data storage systems including the accuracy and reliability of backup files, and recover lost data.
- Ensure all network equipment, workstations, printers and software have current security updates, maintenance patches and firmware upgrades installed.
- Maintain system backups, spare servers and networking equipment for use in case of a disaster or primary systems failure. Document processes to bring auxiliary equipment online.
- Administer a system to track repair or return of defective network hardware and related equipment under warranty or maintenance agreements.
- Automate manual processes in servers and network software using appropriate programming languages.
- Manage video conference sessions or other presentations as required.
- Research technical problems through the use of documentation, Internet tools, and contact with vendors or consultants.
- Analyze network capabilities and recommend modifications in response to changes in agency programs or usage requirements.
- Assist with developing long-range strategies for network design and operations.
- Assist the Technology Services Director with projects, studies, and reports, as assigned.

OTHER JOB DUTIES

- Serve on various internal and external committees as assigned.
- Provide networking services and consultation to member agencies or others as directed.
- Maintain knowledge of network hardware, software and security technology and practices.
- Performs other related duties as assigned by supervisor.

QUALIFICATIONS REQUIRED AND REQUESTED SKILLS

Knowledge, Skills and Abilities

- Thorough knowledge of server systems, related system hardware and network infrastructure and related software;
- Thorough knowledge of communication systems, including e-mail servers, remote access, and related software;
- Thorough knowledge and skills in maintaining computer equipment including testing and replacing defective hardware, hardware configuration and installing operating systems or application software in a networked environment;
- Advanced knowledge of Internet systems including web servers, DNS configuration, TCP/IP configuration and routing principles;
- Advanced knowledge of spreadsheet, database, word processor, e-mail client, presentation and mainframe emulation software including connecting to data sources;
- Advanced knowledge of network security including Firewalls, virus protection and security policies;
- Knowledge of common programming languages such as Visual Basic and Structured Query Language (SQL);
- Knowledge of project management practices and techniques;
- Knowledge of document retention policy and practices;
- Knowledge of confidentiality rules;
- Ability to troubleshoot network problems over the telephone with or without using remote-control software;
- Ability to work independently on assigned tasks, handle multiple projects and a high volume of work;
- Ability to develop technical instructions and follow complex instructions, both verbal and written;
- Ability to interpret applicable guidelines and policy to arrive at correct solution;

- Ability to communicate both verbally and in writing on technical issues to technical and non-technical staff in a personable and professional manner;
- Ability to collaborate with a variety of technical staff both inside and outside the agency;
- Ability to physically lift and move computers or peripherals (up to 50 pounds), with or without assistance, climb ladders, bend and stoop;
- Ability to use innovative and creative approaches to problem solving;
- Ability to respond in a courteous and efficient manner to inquiries from the public and staff;
- Ability to present to members, other agency staff, and the public a professional image that instills confidence and always reflects well upon the agency and agency administration;
- Ability to identify and refer significant policy inquiries to supervisor or appropriate staff;
- Manual dexterity sufficient to manipulate a variety of small hand tools used to install, test, and diagnose computers, wiring, and equipment.
- Ability to possess and maintain Criminal Justice Information Systems (CJIS) security clearance and requirements.

MINIMUM QUALIFICATIONS:

To receive credit, and proceed to the next step of the recruiting process, your application form must clearly show that you meet the following:

- Associate degree in computer science or equivalent and five (5) years directly related experience, including two years network administration experience (Further education may be substituted on a year-for-year basis for a maximum of two years of directly related experience); OR,
- Any satisfactory equivalent combination of experience and training which demonstrates the knowledge, skills and abilities in order to perform the duties of the job.

LICENSES, CERTIFICATES, & OTHER REQUIREMENTS

- Must have a valid Oregon Driver's License and ability to travel for onsite assistance and delivery of equipment.
- Must have and maintain a Microsoft Certified Solutions Associate (MCSE) certification at the current level of agency technology.
- Preferred Qualifications: ITIL, CCNA or Network+, SonicWall Network Security Administrator (SNSA)
- Must be available for occasional weekend and after-hours work.
- Must successfully complete a criminal history and driving record check.
- Criminal Justice Information Systems (CJIS) security clearance

WORKING ENVIRONMENT

Work is performed primarily indoors with frequent travel to outlying offices. Typical environment is diverse with multiple vendors, multiple sites, and distributed needs within the agency. Work requires bending, stooping, and crawling in order to install and/or repair computer equipment, as well as hand/eye coordination in the operation of computers and related equipment. Job requires occasional evening and weekend work.

COMPENSATION PACKAGE

Starting salary is Step 1 \$28.50- Step 3 \$31.41, range Based on classification/hourly DOQE. Full salary range Step 7 \$38.17. A step increase will be awarded upon successful completion of a probationary period (typically six months), and then annually thereafter to the top of the range. If position is less than 40 hours per week, leave benefits will be prorated. OCWCOG offers an attractive benefits package including:

- **Retirement** – OCWCOG pays both the employer's percentage, and employee's six percent (6%) contribution into the Oregon Public Employees System (PERS). In addition to PERS, OCWCOG pays into Social Security.
- **Insurance** – For select plans, OCWCOG currently pays one hundred percent (100%) of the insurance premiums for the employee and their eligible dependents. The insurance package

includes medical, prescription, dental and vision coverage, alternative care, life, accidental death and dismemberment, as well as long-term care.

- **Holiday Leave** – OCWCOG provides ten and one half (10 ½) fixed holidays, plus two (2) personal days during each fiscal year.
- **Additional Benefits** – Deferred compensation options, Long-term care Insurance, Employee Assistance Program, Credit Union memberships, and options to participate in pre-tax Health Savings Account or Flexible Spending Account.
- **Sick Leave** – Full-time employees accrue eight (8) hours of sick leave each month.
- **Vacation Leave** – Full-time employees accrue vacation leave each month according to the following schedule:
 - 0-36 month – 8 hours/month
 - 37-72 months – 10 hours/month
 - 73-144 months – 14 hours/month
 - 145 months & above – 16 hours/month

TO APPLY

An application and detailed job description is available at www.ocwcog.org/careers. **You must submit the following application materials to be considered as a viable candidate:**

1. An **OCWCOG Employment Application**, completed and signed.
2. A **current resume** that clearly describes your experience, skills, and/or knowledge related to the requirements of the position and demonstrates that you meet qualifications of the position listed above.
3. A **cover letter** explaining how your background, experience and training qualify you for this position. **Please describe your experience and training specifically as they relate to the Desired Attributes.**

If you are an eligible veteran and wish to claim veterans' preference points AND you also meet the minimum qualifications for this position, the points will be added to your score. To receive veterans' preference points, you **MUST** attach to your application materials the following required documentation:

- A copy of your DD214/DD215 form; OR a letter from the US Dept of Veteran's Affairs indicating you receive a non-service connected pension for the five (5) point preference.
- A copy of your DD214/DD215 form; AND a copy of your veteran's disability preference letter from the Dept. of Veterans' Affairs for the ten (10) point preference.

The first review of applications will be on or around December 30. For immediate consideration, apply now.

Only complete applications will be considered. Be sure to attach any required documents. The selection process will consist of a review of the materials provided and an evaluation of experience and training. Candidates most closely matching the desired attributes will be invited to interview.

SUBMIT TO

Oregon Cascades West Council of Governments
Human Resources Department
1400 Queen Ave SE, Suite 201
Albany, Oregon 97322

You may **E-MAIL** your application materials to us at hrrcruit@ocwcog.org. **In the subject line please include the position title and the posting number.** By electronically submitting your application, you agree to the conditions stated in the certification and signature section of the

application, which is enforceable as if you had signed. You will receive confirmation of receipt only if you submit via e-mail.

FAX to 541-967-6123. We are unable to verify receipt of faxed applications. OCWCOG is not responsible for material that is illegible or missing because of transmitting by fax or which may be lost through the mail.

ABOUT OREGON CASCADES WEST COUNCIL OF GOVERNMENTS (OCWCOG)

OCWCOG manages a variety of local, State, and Federal programs to serve residents, local governments, and businesses in our tri-County Region. OCWCOG is recognized by the State of Oregon as an Area Commission on Transportation (ACT) and a Type B Medicaid Transfer Agency. Additionally, the association is recognized by the Federal Government as an Area Agency on Aging (AAA), an Economic Development District (EDD), an Economic Development Revolving Loan Fund Coordinator, a U.S. Department of Agriculture Revolving Loan Agency, and staffs the two Metropolitan Planning Organizations (MPOs) in the Region. These designations increase OCWCOG's ability to serve our communities' needs.

As an Oregon intergovernmental entity, in addition to the programs and services that OCWCOG is required by State or Federal contract to provide, OCWCOG helps businesses find appropriate capital; facilitates seniors and persons with disabilities plan for independent living; coordinates local road improvement priorities; and assists with administration and technical support for its member governments.

Each program works towards OCWCOG's mission of helping the Region's communities collaborate to solve problems and connect member governments, businesses, and individuals with a wide array of resources.

ABOUT THE AREA

Oregon Cascades West Council of Governments (OCWCOG) member agencies are located in the Willamette Valley and the Central Oregon Coast. The rugged Oregon seacoast, the high mountain passes of the Oregon Cascades, lush greenery, and the agricultural abundance of the Valley are an attractive addition to an education, employment, and cultural hub.

Only a one-hour drive to Portland and 40 minutes to Eugene – the region's major airports and gateways; and, a twenty-minute drive to Salem, Oregon's State Capitol, where many of OCWCOG's funding agencies and partners are found. The Southern Willamette Valley is best known for its agriculture and its innovation, which include a flourishing wine industry, innovation accelerators, a growing start-up culture, high-tech industry and access to tens of thousands of students, professionals, and entrepreneurs affiliated with Oregon State University, Samaritan Health Systems, Linn-Benton Community College, Hewlett-Packard, the U.S. Department of Energy, and hundreds of other businesses, non-profits, agencies, and community partners.

The Oregon Coast is proof of the Northwest's amazing diversity and its 350-mile coastline is anything but mundane. The Cities of Newport and Toledo anchor OCWCOG's presence in Lincoln County and provide access to multiple working ports, harbors, and bays, and a historic logging and fishing culture. Oceanic and atmospheric research are conducted by the National Oceanographic and Atmospheric Agency and Oregon State University among others – spinning off innovation and industry in fisheries, energy, resource management, and tourism.

EQUAL OPPORTUNITY EMPLOYER

Cascades West Center, 1400 Queen Ave., SE Suite 201, Albany, Oregon 97322

◆ Phone (541) 967-8720

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◆ TTY (541) 928-3670