



SERS SNOHOMISH COUNTY EMERGENCY RADIO SYSTEM

Providing countywide public safety radio communications

Electronic Communications Specialist *Job Description*

Snohomish County Emergency Radio System (SERS) is in search of an Electronics Communications Specialist-IT (ECS-IT) who will perform highly skilled technical work as an expert in Network Systems as they relate to the County wide 800 MHz Public Safety Communications System, digital microwave networks and supporting computer systems and networks.

Reporting to the Technician Supervisor, the ECS-IT will primarily be responsible for supporting the LAN/WAN networks which support the trunked radio system, associated microwave network and other communication systems and equipment as well as the SERS Administrative Functions. The individual will use a combination of logic, analysis, experience and wisdom to make sound, timely decisions to solve problems, determine required systems support and repair actions needed on Windows and Linux based servers, network switches and routers, microwave and multiplex terminals, digital paging system equipment, and RF site support equipment.

As an Electronics Communications Specialist-IT, you will need to relate well to all kinds of people, representing SERS in building solid customer relationships with internal and external stakeholders, partners and governmental agencies. You will be comfortable working alone on tough assignments, using a variety of ways to get things done while acting with the customer in mind. Encouraging collaboration, you will be seen as a team player who is a direct, truthful, individual and can be counted on to hold things together during tough times.

This position performs highly skilled technical work in the installation, repair, maintenance and operation of a wide variety of equipment and devices related to communications systems and uses a variety of specialized tools and test equipment. This includes, but is not limited to, the SERS 800 MHz Motorola SmartZone (version 7.17) trunked radio system, digital microwave network, Windows and Linux based servers, switches and routers on a closed network, alphanumeric paging system, communication center dispatch consoles, and other related systems. The ECS-IT position has shared technical responsibility for maintaining all SERS radio systems and ancillary communications systems.

The work involves the ability to lift equipment weighing up to 50 lbs, and working in a standing position for extended periods of time. The incumbent must be available for call-out on a 24-hour basis. This position will report to the SERS Technician Supervisor. The ECS-IT works independently with minimal supervision.



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Essential Job Functions

The ECS-IT serves as a technical expert for the IP Network that supports the SERS land mobile radio systems and other related electronic equipment, including the SERS 800 MHz Motorola trunked radio system, digital microwave network, and supporting computer systems. The ECS-IT will utilize computer software to perform system diagnostics and interpret results. The ECS-IT will accurately document changes in equipment configuration files, provide for the rapid repair of electronic systems and provide support for the wide area network that controls the trunked radio systems.

The ECS-IT will represent SERS in communications with other government agencies and commercial organizations. This position works regularly with customer agencies, vendors, and outside radio service shops to determine system support required for operability and interoperability. Periodic contact with the general public is also required.

The ECS-IT inspects communications equipment and facilities as part of a preventative maintenance program. The ECS-IT maintains accurate records concerning work hours, labor hours, software licenses, backup media, and configuration files.

Examples of Duties

Install, repair, maintain, modify, and configure Servers, computers, dispatch consoles and other networking equipment in support of SERS operations.

Assist in the filing and renewal of all SERS FCC licenses.

Maintain accurate records of software licenses and backup media.

Maintain accurate records of configuration files.

Respond to emergency callout and be available 24 hours/day. Work nights, evenings, weekends, and/or holidays as required.

Ability to safely work in confined spaces, near high voltage equipment, near high noise level sources, or in other potentially hazardous environments.

Perform other related duties as assigned.



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Required Skills

Basic knowledge of radio propagation theory and application.

Detailed knowledge of networking equipment and methods such as servers, routers, switches, computers, associated IP protocols in support of trunked radio systems.

Five years demonstrated experience supporting local and wide-area networks.

Knowledge and skill to analyze and repair or resolve complex electronic, mechanical, and computing system problems using industry standard tools and test equipment.

Knowledge of telephone system technology.

Experience using computers in both an office environment and as craft tools used to service fixed and mobile communications equipment.

Knowledge of current FCC rules and regulations.

Ability to effectively communicate in written and oral form. Able to comprehend complex oral and written instructions.

Skill in researching and writing technical papers and reports and effectively communicating the information to a non-technical audience.

Demonstrated customer service experience

Minimum Qualifications

Education & Experience

Graduation from High School or equivalent and either (1) a combination of five years' work experience in the installation, maintenance and repair of Windows Server 2012 or newer, Red Hat Linux, enterprise scale virtual machine deployments using Hyper-V, VMWare ESXi/vSphere, and computer networking including BGP and OSPF routing, or (2) three years' work experience in the installation, maintenance and repair of Windows Server 2012 or newer, Red Hat Linux, enterprise scale virtual machine deployments using Hyper-V, VMWare ESXi/vSphere, and computer networking including BGP and OSPF routing, with an Associate degree or a certificate of completion from an accredited vocational educational institution, including courses in electronic communications systems, digital, and test equipment. Work experience which demonstrates equivalent experience in writing, communications skills, and public speaking may be substituted on a year for year basis. Formal factory training on Motorola ASTRO 25 Trunked radio Systems (version 7.1x or later) is also highly desired.

An FCC radiotelephone license, or equivalent license or competency certificate issued by a FCC sanctioned licensing agency is desired. One-year experience working with Motorola ASTRO25 systems is also highly desired.



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Desired Qualifications

Experience in the support of simulcast radio systems, Motorola SmartZone and ASTRO (P25) digital communications systems, wireless data, Windows and Linux based servers, Microsoft Office 360 is highly desirable. Experience in public safety radio systems is preferred.

Demonstrated proficiency with Microsoft Office applications software is highly desirable. AUTOCAD or similar drafting software experience.

Special Requirements

Current Washington State driver's license.

Residence within Snohomish County or demonstrated ability to reach the Snohomish County line within 30 minutes is required. Applicants may alternatively demonstrate a willingness to relocate upon offer of employment.

Ability to safely lift loads of up to 50 lbs. A doctor's physical examination and lower back X-ray may be required prior to hiring.

The candidate selected for this position will be required to pass a background check.

Benefits

This is an hourly position with a pay range of \$42.31- \$48.67 per hour (\$88,004.80-\$101,233.60 per year)

Paid Vacation

Medical (3 plan options)

Dental (3 plan options)

Vision

Public Employees Retirement System (PERS-2)

Federal Insurance Contribution (tax) Act (Social Security)

SERS Provided Vehicle



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How to Apply

To apply please complete the Application for Employment PDF found on the Snohomish County Emergency Radio System website: www.sers800.org/employment/

You may mail your completed application packet or drop it off at our office in Marysville.

ADDITIONAL MATERIALS REQUIRED: Please include a resume and cover letter that describes how you meet or exceed the requirements for this position. These materials are supplemental to your application. You must still completely fill out the application with your relevant education and work experience. Your application may be rejected as incomplete if you include relevant information only on the resume or cover letter.