



EMPLOYMENT OPPORTUNITY

Communications Network Technician

Shenandoah County is inviting applications for the position of *Communications Network Technician* within the County's Emergency Communications Center.

Shenandoah County is seeking a technical professional to serve as the Communications Network Technician within its Emergency Communications Center (ECC). The Communications Network Technician performs intermediate technical work providing support to network components, setting up software and hardware, assisting with network administration and security, and resolving network support issues. This position supports the daily operations of the Public Safety Information Technology (IT) Team within the Emergency Communications Center (ECC) and assists with related work as required within the field pertaining to NextGen911, Computer Aided Dispatch (CAD) / Records Management Systems (RMS), phone and radio systems, and any supporting software and technology needs of the ECC. Work is performed under the general supervision of Communications IT Systems Manager.

Proficient use of computer and office equipment; considerable knowledge of automated systems and workstations with general knowledge of data networking infrastructures, IP addressing, complex routing and switching, and system designing utilizing switches, routers, and firewalls; understanding of VLANs, packet analysis, and sub netting; knowledge in network related server hardware and software; knowledge of the methods and procedures of operating a public safety communications system; knowledge of the federal and state regulations governing transmission by radio and teletype; ability to assist with the design, installation, and maintenance of communications equipment; knowledge of the technical equipment used by the ECC and public safety agencies; ability to operate related equipment; ability to speak distinctly; ability to establish and maintain effective working relationships with County officials, associates, law enforcement, and fire/rescue personnel.

Requires any combination of education and experience equivalent to graduation from high school supplemented by coursework and/or certifications in information technology or related field with preferred experience in public safety telecommunications. MCSE or similar training is preferred. Possession of an appropriate driver's license valid in the Commonwealth of Virginia. Possession of VCIN/NCIC certification within first six months of employment. Ability to work days, nights, weekends, holidays, and call backs. Must be at least 18 years of age.

The annual pay range for this FLSA non-exempt position is \$45,144—\$67,016, commensurate with qualifications, experience, and internal equity. The County offers an excellent benefits package, including Virginia Retirement System, health and dental insurance, vacation and sick leave, and holidays. The successful candidate must pass a pre-employment, post-offer drug screening and background check.

The County application and position description are available in the links provided below, or in the Office of the County Administrator, 600 North Main Street, Suite 102, Woodstock, VA 22664, 540-459-6165. Completed applications are required. Applications may be submitted in person or by mail to the aforementioned address. Applications may also be submitted electronically to: jobs@shenandoahcountyva.us

The position will be open until filled with a first review of applications on Friday, July 15, 2022.

Shenandoah County is an Equal Opportunity Employer

COMMUNICATIONS NETWORK TECHNICIAN

JOB PURPOSE:

Performs intermediate technical work providing support to network components, setting up software and hardware, assisting with network administration and security, and resolving network support issues. Supports the daily operations of the Public Safety Information Technology (IT) Team within the Emergency Communications Center (ECC) and assists with related work as required within the field pertaining to NextGen911, Computer Aided Dispatch (CAD) / Records Management Systems (RMS), phone and radio systems, and any supporting software and technology needs of the ECC. Work is performed under the general supervision of Communications IT Systems Manager.

ESSENTIAL FUNCTIONS/TASKS PERFORMED:

Assists with system-wide support for computer network problems; installs hardware, system software, and peripheral components such as monitors, keyboards, and printers; assists with network administration and security.

- Assists with the evaluation of equipment needs and assists with the coordination, design, purchase, installation, and maintenance of equipment;
- Provides support in digital security ensuring security and privacy of networks and computer systems;
- Works with the Public Safety IT Team to install, configure, maintain, and troubleshoot both local and wide area network hardware and software, such as routers and switches, WAAS, Wireless, ASA firewalls, VPN, network interface cards, PCs, hubs, and data circuits;
- Collects and analyzes data to optimize performance of related hardware, software, and network performance;
- Assists with the development of ECC and other public safety agencies' rules, regulations, and standards as it relates to network infrastructure;
- Provides network support, maintenance, and troubleshooting for private, internet, and mobile networks; troubleshoots and resolves problems reported by users, including but not limited to 911 network failures, CAD interfaces, telephone line issues, mobile network issues, radio systems, and/or computer systems problems;
- Operates Microsoft Operating Systems software, while understanding Dell virtual systems and environments, VMware, Sonic Wall and equipment specific software and hardware;
- Establishes and maintains network users, user environment, directories, and security;
- Performs system maintenance; assists with installation of new equipment;
- Provides training and orientation to users; and
- Performs related tasks as required.

EMPLOYMENT STANDARDS

EDUCATION, TRAINING, AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school supplemented by coursework and/or certifications in information technology or related field with preferred experience in public safety telecommunications.

KNOWLEDGE, SKILLS, AND ABILITIES:

Proficient use of computer and office equipment. Considerable knowledge of automated systems and workstations with general knowledge of data networking infrastructures, IP addressing, complex routing and switching, and system designing utilizing switches, routers, and firewalls. Understanding of VLANs, packet analysis, and sub netting. Knowledge in network related server hardware and software. Knowledge of the methods and procedures of operating a public safety communications system; knowledge of the federal and state regulations governing transmission by radio and teletype; ability to assist with the design, installation, and maintenance of communications equipment. Knowledge of the technical equipment used by the ECC and public safety agencies; ability to operate related equipment; ability to speak distinctly; ability to establish and maintain effective working relationships with County officials, associates, law enforcement, and fire/rescue personnel.

SPECIAL REQUIREMENTS

MCSE or similar training is preferred. Possession of an appropriate driver's license valid in the Commonwealth of Virginia. Possession of VCIN/NCIC certification within first six months of employment. Ability to work days, nights, weekends, holidays, and call backs. Must be at least 18 years of age.

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

This is light work requiring the exertion of up to 30 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires stooping, reaching, lifting, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

This is a class description and not an individualized job specification. The class description defines the general character and scope of duties, responsibilities, and requirements of all positions in one job classification, but is not all inclusive or totally restrictive. Reasonably related duties and responsibilities may be assigned as necessary at the discretion of management. Employees will be immediately notified of any changes. Reasonable accommodations will be made to enable qualified individuals with a disability to perform the essential functions.