Pend Oreille County Public Utility District
An Equal Opportunity Employer

Systems and Network Operations Technician
(Network Support Specialist)

Department/Location:	IT / Newport	**FLSA Status:**	Exempt
Reports To:		**Grade:**	10
Supervises:	N/A	**Revision Date:**	08/02/2019

Job Description

Under the limited guidance and supervision of the Information Technology Supervisor, the Systems and Network Operations Technician provisions, monitors, and supports the essential compute, storage, telephony, and IT infrastructure platforms necessary for business and power operations. As a subject matter expert in the IT infrastructure platforms and technologies, this role has day to day responsibility for maintaining and operating core technology infrastructure.

Essential Functions:

- Designs, installs, configures, secures, and maintains various IT infrastructure platforms (including, but not limited to; Firewalls, Routers, Switches, Wireless Access Controllers, VoIP Telephony, Virtual Compute and Storage), operating systems/services, data protection and mass storage systems in all necessary environments (production, development, high security, cloud etc.) following approved practices and architectural standards.
- Responsibilities involve the daily troubleshooting and resolution of incidents, operational maintenance and support, application and environment change control, and proactive/preventative analysis of system health and performance.
- The position will provide recommendations for the District's Information Technology strategic planning. The Systems and Network Operations Technician commitment is to perform all tasks while providing a high level of customer service and satisfaction to end users.

Other Duties:

- Actively monitors functionality and performance of these IT systems and their services.
- Ensures a complete and accurate inventory of the physical IT infrastructure.
- Analyze and resolve complex IT infrastructure incidents working with vendors and service providers to resolve incidents.
- Maintains equipment baselines and configurations.
- Researches and analyzes new technologies, both on premise and cloud based, to ascertain functional value to the business and proposes solution and process improvements.
- Develops standard operating procedures, knowledge articles, and tasks to formalize and improve the IT systems and infrastructure operations using best practices.
- Under minimal direction, may act as project manager or lead for platform operations work involving internal and or external resource(s) in support of both large and small information technology projects.
- Provides support to customers or District staff along with on-call support - after hours / weekends as required.
- Interfaces with other business units to ensure support is effective and timely.
- Understand and adhere to compliance requirements for this position that may include laws, NERC and FERC regulatory standards, and security guidelines.
- Understand and demonstrate a commitment to the P. U. D.'s mission, vision, core values, and strategic plan.
- Adhere to all safety policies and procedures. Promote a safe work environment for all employees, contractors,

and customers, in order to ensure a reliable workforce and an educated community.
- Be respectful of all employees and customers, listening to their requests and understanding their needs.
- Act as a responsible steward of public assets and trust. Foster open and honest communications, listen, and understand other perspectives.
- Foster teamwork and promote unity of the District and its departments.
- Perform other duties as assigned.

Education, Experience, & Training Required

High School Diploma required; a bachelor's degree or any combination of education and training in computer science, information systems or other related field. A demonstrable 5 – 7 years of experience in an IT environment along with Customer Service experience. Professional IT certifications such as a Cisco CCNA is desired.

- Experience with local and wide area network environments and related architectures including the understanding of network routing and switching; all layers of the OSI reference model and the protocols therein (e.g., LLDP, 802.*, CDP, Ethernet, MPLS, OSPF, etc.); information security standards, protocols and procedural methodologies
- Background in SAN/NAS/DAS storage and management tools (NetApp, PureStorage)
- Understanding of telecommunications equipment including T1/ISDN PRI and support of a multi-site VOIP telephone system
- Linux, Windows Server, Active Directory administration, virtualization platforms/technologies/tools (VMWare, Hyper-V)
- Experience with deployment and maintenance automation, orchestration, and similar concepts in operations management using such scripting languages as PowerShell, Bash, etc.
- Experience in data protection and disaster recovery methodologies
- Applicable Federal and State regulations rules and guidelines (e.g., NERC CIP)
- Authentication and identity management tools and concepts.
- Interpersonal skills including clear and concise communication both in writing and verbally
- Ability to use independent and discretionary judgment; manage confidential information.

Systems and Network Operations Technician

(Network Support Specialist)

Other requirements if box is checked

- ☑ Valid driver license
- ☐ CDL Endorsement
- ☐ Professional license or registration
- ☐ Post-offer drug test
- ☑ Post-offer background check
- ☐ Apprenticeship or other education/training required as a condition of employment, progression or advancement

Physical Requirements

Most of the time is spent sitting in the same location, or standing/walking primarily in a controlled office environment.

- Most working time is sedentary in nature, or standing/walking primarily in a controlled office environment. Occasional trips to other District work sites and other locations for project work, meetings, training, etc.
- Frequent use of a computer and exposure to terminal screens.
- Frequent repetitive hand/wrist motions and finger manipulation.
- Frequently handle material of moderate weight, up to 15 pounds and occasionally 35-40 pounds.
- There is occasional exposure to hazards or risk of injury that are primarily protected against or predictable.
- Typically requires use of one of more senses of medium intensity and long duration.
- Under regular pressure to meet deadlines, perform tasks with a high degree of accuracy, process a large volume of work and resolve issues related to business needs of the District.