



## Position Description

<b>Title:</b> Network Technician / Coordinator	
<b>Reports To:</b> Chief Operations Officer (COO)	<b>Status:</b> Non-Exempt; Part-time
<b>Location:</b> North Sound ACH Region (Island, San Juan, Snohomish, Skagit, Whatcom Counties)	

### Position Summary

This position, under the direction of the North Sound ACH Chief Executive Officer (CEO) and Chief Operations Officer (COO), will lead development, oversight and monitoring of the organization's data and information systems, including adherence to safety and privacy requirements. Works directly with all North Sound ACH team members. The person in this position will be responsible for responding to user needs in a timely manner and ensuring the optimal running of all systems, among other technical duties.

### Essential Job Functions

#### Major Duties

- Supports the daily operations of datacenters, and office networked systems.
- Configures and maintains routers, firewalls, load balancers, switches, VPN systems, encryption certificates, and other related networking technology or appliances.
- Configures and maintains any applicable Windows and Unix web servers, file servers, domain controllers, databases, and any other server.
- Configures security best practices and actively participates in auditing and security process.
- Performs system upgrades by gradually moving to the next generation(s) of the applicable operating system and database server products.
- Ensures that system backups are in place and are functioning appropriately. Performs test restores of backups to verify the data was stored properly and is usable on restore. Supports continuous process improvement with the goal of making products and services as efficient and effective as possible.

#### Help Desk

- Interacts with internal team at all levels to help resolve computer and IT-related issues and provide answers in a timely manner.
- Documents work done in a format that allows tracking of requests, timeliness, status and content of responses.

## Security

- Reviews security compliance and helps with maintaining compliance.
- Sets and updates user permissions and securities.
- Maintains and updates user and administrative policies, as assigned.
- Helps educate users of basic security threats to prevent user mistakes.

## Projects

- Evaluates new technologies.
- Work on projects as assigned.
- Documents projects - items such as settings, configurations, known problems, and any other relevant information.

## Qualifications and Skills

### Knowledge & Experience

- Associate degree in Computer Science or related field.
- 2+ years experience in computer networks and systems maintenance.
- A+, Linux+ or Cisco Certified Network Associate accreditation advantageous.
- Excellent written and verbal communication skills.
- Good interpersonal skills.
- Proficient in database programming and software installation.
- Attention to detail.
- Good problem-solving skills.

### Other Qualifications

- Leadership: Lead by example, maintain professionalism, and leverage communication strategies to promote effective organization change and culture development.
- Teamwork: Work effectively and respectfully with program staff, stakeholders, and other affected parties.
- Commitment to Equity: Work to improve equity and reduce health disparities, and how data (or lack of data) is relevant to achieving reduced disparities.
- Time and Deliverable Management: Manage and prioritize multiple projects, tasks and execute deliverables on time, within scope and budget.
- Dependability: Demonstrate responsive and responsible behavior in fast-paced setting.
- Ethics and Integrity: Earn the trust, respect, and confidence of co-workers and stakeholders through honest, forthright, and professional interactions; respect and maintain confidentiality.

### Special Requirements

- A valid driver's license and proof of insurance are required. Successful candidate will have ready access to and ability to operate a motor vehicle.
- Final candidates are subject to a background check.



## Working Conditions & Physical Requirements

Work is primarily performed in a professional office setting or remote worksite. Occasional travel among the five-county service area is required, including evening and weekend hours. Position requires hand manipulative skills working with electronic equipment and systems. May occasionally lift and carry items weighing up to 25 pounds. Must be able to hear verbal conversations over the phone and in-person with background noise. Vision acuity to perform read and complete documents.

*The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.*

North Sound ACH is an Equal Opportunity Employer