



NETWORK TECHNICIAN III - SUPERVISING

Santa Barbara County

Information Communications Technology - General Services Department

\$67,267 - \$82,121 Annually DOQ/DOE

(additional 5% special duty pay may apply, subject to Board of Supervisors' approval)

THE JOB

This is a great opportunity for the right candidate to join the Network Team of the County of Santa Barbara. This position reports to the Technical Support Manager and will support a network with over 10,000 end nodes, over 200 wiring closets in over 150 physical locations, supporting 20 different departments located throughout the County of Santa Barbara. The successful candidate may also be assigned as a supervising technician and oversee and lead a team of five other Network Technicians.

As a network technician, you will provide advanced data networking technical support for the countywide data communications network. You will apply your strong knowledge of industry standards and best practices in data networking systems, and leverage your customer service skills to support the various departments and their various business needs. We need a skilled and savvy professional capable of supporting new network installations, upgrading and maintaining existing solutions, completing day to day operational tasks, and resolving complex outages with knowledge of networking protocols at all layers of the OSI model.

If you are selected to perform in a supervisory capacity you will be required to have technical networking expertise and leadership ability/experience. Not only will you provide supervision, training and mentoring to staff, but you will also be the lead technical support person responsible for resolving the more complex networking hardware and software problems. You will also participate in the evaluation of networking options, make recommendations regarding new communications technologies and techniques, work with senior and executive management throughout the County, oversee and assign work to staff, and lead special projects and network initiatives.

CURRENT PROJECTS

We are looking for someone to bring in new and creative ideas to take us to the next level of innovation. Our County and Department strive to provide best in practice and excellence in customer service to both our internal and external customers. Our drive to provide these services also perpetuates growth opportunities and rewarding careers for our technical and professional staff. We are just beginning a project to refresh our access layer which includes replacing over 10,000 end nodes of access layer Cisco switches with an Alcatel Lucent solution. In the summer, we will commence on a project to replace our existing wireless offering with a comprehensive solution to support evolving wireless needs. We have recently upgraded our network monitoring solution and we are developing Orion by Solar Winds, Splunk, and Intermapper to manage our data communications network. We will be converging our voice and data networks over the next 3 years moving to VoIP. We are developing video conferencing with Polycom and will begin a project to upgrade to Lync 2013 this month. All of these projects and many departmental specific applications will change the way we utilize our data network.

THE DEPARTMENT

Information Technology is a Division within the Department of General Services and is responsible for defining and developing IT infrastructure systems to satisfy specified requirements of users and/or applications within our County's 20 Departments.. Our division is responsible for the continuous lifecycle of the Information Technology Solutions from deployment and management, to replacement. We are passionate about serving the public and making a difference in the lives of those we serve. *Our clients (Departments we serve) meet the needs of protecting and serving people in our community and we desire our employees mirror that passion and commitment to those we serve.*

THE COUNTY

Santa Barbara County government is a service-oriented organization with an approximate \$828 million budget, 20 departments, and a workforce of approximately 3,600 employees dedicated to providing quality services to a diverse population of 425,000. The region is one of the most beautiful areas in California. The County of Santa Barbara hugs the southern California coastline and is 100 miles northwest of Los Angeles and adjacent to San Luis Obispo and Ventura counties. The County has 110 miles of coastline and, one-third of our County includes the Los Padres National Forest. The County is well-known for its mild climate, picturesque coastline, scenic mountains and numerous parks and beaches and is *a great place to work, live and play*.

You will also...

COMMUNICATIONS / LEADERSHIP / OPERATIONS

- Assess enterprise and departmental networking needs.
- Research products and manufacturers, providing technical evaluation of products, installing, or upgrading systems as appropriate.
- Communicate with vendors and make presentations to technical and non-technical audiences.
- Provide technical expertise and recommendations to decision makers.
- Provide recovery expertise during emergencies, or in case of equipment failure.
- Develop and implement appropriate training and user documentation for our Operations Center to provide Tier 2 support to departmental IT professionals.
- Attend seminars and read and evaluate trade journals, vendor reports and other information sources for emerging technology.

TECHNICAL EXPERTISE

- Have significant professional experience in the installation (project management), maintenance and advanced troubleshooting of data communications equipment in large networks, utilizing multiple transport media (wired and wireless)
- Have knowledge of applications that comprise and/or ride on the data network and their intricacies (SNMP, DHCP, DNS, SMTP, EIGRP, OSPF, BGP, Microsoft Active Directory/OS/Office suite of products, Video, Voice, etc.)
- Have advanced principles and practices of data network solutions including knowledge of network security solutions (ACLs, VPNs, NAC) and Tier 3 support.

Highly Desirable

- BA or BS degree - emphasis in computer science, or information technology a plus
- Certification in: CCNA, CCNP, CISSP

EMPLOYMENT STANDARDS

1. Two years of responsible experience installing, maintaining, and troubleshooting data communications equipment on large Wide Area Networks (utilizing multiple transport media) that includes a minimum of two years lead responsibilities including experience supporting and troubleshooting TCP/IP data networks, Cisco IOS, and Ethernet connections, experience with Enterprise DNS, DHCP, SMTP and Internet routing protocols (BGP, EIGRP, OSPF, etc.); **or**,
2. Two years of experience performing duties equivalent to those of an EDP Network Technician II with Santa Barbara County that included supporting and troubleshooting TCP/IP data networks, Cisco IOS, and Ethernet connections, including at least one year of experience with Enterprise DNS, DHCP, SMTP, and Internet Routing Protocols (BGP, EIGRP, OSPF, etc); **or**,
3. A combination of training, education, and experience that is equivalent to one of the employment standards listed above and that provides the required knowledge and abilities.

SELECTION PROCESS and OTHER REQUIREMENTS

1. Applications, resumes and cover letters will be reviewed to determine those candidates who best match the competencies established for this recruitment and meet the organization's needs.
2. Final candidate(s) will be required to successfully complete background and reference checks.
3. The appointee may be subject to a post-offer medical evaluation or examination and upon hire poses a valid California Class C driver's license.
4. Must be able to lift 40 pounds, climb ladders, able to work extended hours and weekends, and be on-call on a rotation basis.

SALARY: \$67,267 - \$82,121 Annually DOQ/DOE – ***An additional five percent (5%) special duty pay may apply subject to Board of Supervisors' approval. This position may also require overtime and standby duty, which provide additional compensation.***

BENEFITS: The County of Santa Barbara offers a generous benefits package. [Click here](#) to view benefits details.

HOW TO APPLY: **For first consideration, submit your application by May 17, 2013; second review will be the first week of June. However, this recruitment will remain open until filled, or until the County has received enough qualified candidates, so apply ASAP to be considered.**

- Complete a County application ***and attach your resume and cover letter at www.sbcountyjobs.com. This is a short application process which should take approximately 15 minutes to complete.***

Questions? Contact your recruiter, Wendi Brown, at 541-858-0376, 866-929-9227 (toll free), or email to wendi@wbrowncreative.com.

APPLICATION SPECIFICS:

In your resume and/or cover, please be sure to describe your experience in:

- **Data Networking Experience:** analyzing, designing, testing, and implementing enterprise-wide network solutions specifically your work with systems such as Wide Area Networks (WAN); Metropolitan Area Networks (MAN); Multi-campus ISP connectivity; Cisco, Alcatel Lucent, Juniper, HP or other network vendor solutions; Wireless solutions; SNMP, DHCP, DNS, SMTP, EIGRP, OSPF, BGP, DDI (or IPAM); network monitoring; application support such as VoIP, Video, UCC; security solutions including ACLs, VPNs, NAC;
- **Team Leader Experience:** provided instruction to others in a group setting, managing a team to keep project on track, motivating teams to produce results, success using interpersonal skills to build relationships and counter challenges.
- **Project Management Experience:** related to a network project and/or infrastructure solution you either managed or participated in; and your role relevant to managing/designing the project: scope, customer relations, timelines, budgets, work plans, tools, etc.

The County of Santa Barbara is an Equal Opportunity Employer