



**Job Announcement
Information Technology Supervisor
Open Until Filled**

Open to internal and external candidates

Summary:

Reporting to the Information Technology Manager, the person holding this position is a member of a team and performs a variety of technology support functions to facilitate uninterrupted operation of the emergency communications center. To be successful, this person requires initiative, the ability to work without continuous supervision, demonstrated experience serving as part of a team: sometimes leading; sometimes following; and often collaborating. Must have excellent judgment, the ability to navigate conflicting stakeholder needs, and demonstrated success leading IT projects and supporting complex technology environments. May be assigned oversight and leadership duties for projects.

Minimum Qualifications

- Bachelor's Degree in Computer Science or related field
- Five (5) years of recent, progressively more complex service desk experience with a wide variety of operating systems, software, hardware, applications, peripherals and problem resolution, including experience overseeing projects with at least two (2) years of recent lead or supervisory experience;
- Experience in supporting ITIL, ITSM, and HDI as it relates to a service support organization
or
- An equivalent combination of education and current experience sufficient to successfully perform the essential duties of the position

Desired Qualifications

- Previous IT supervisory experience
- Experience and training, to include NIMS, CJIS and related public safety experience
- ITIL Certification, A+ Certification, or related service level management training
- Public Safety facility and infrastructure experience

Selection Process

Those candidates whose experience and qualifications closely fit the requirements of this position will be invited to participate in the selection process. This process will be conducted by using some or all of the following evaluation and selection elements; resume and letter of interest review, structured panel interview, in person skills assessment, online skills assessment, and final interview. External applicants will need to complete a background investigation and polygraph test.



Salary Range: \$133,956 – \$157,596

Benefits

1. Regular work hours where employee may request alternate start and end times, subject to management approval.
2. Position is eligible to work one day from home per week after 90 day probation period.
3. Health Insurance: NORCOM pays 100% of employee premiums and 80% of dependents premiums.
4. PERS Employer Contribution- Public Employees Retirement System- Washington State pension plan, current rate 5.58%
5. MEBT Employer Contribution- Municipal Employees Benefit Trust- Tax deferred comp program (in lieu of social security) with employer match of 6.2%
6. 12 paid holidays
7. Generous PTO accrual starting at 7.38 hours per 2 week pay period.
8. Long-term disability
9. Life insurance

Apply

To be considered, email resume and letter of interest to HR Manager Roky Louie, rlouie@norcom.org.

NOTE: The Executive Director has final authority in the selection process regardless of the outcome of any evaluation or selection elements.

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation or veteran status. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources.

The hiring process will require successful completion of an extensive background and criminal history check, a polygraph test, a drug screen, and finger printing.