



Genwest Systems, Inc.
P.O. Box 397, Edmonds, WA 98020-0397
Ph: 425-771-2700 Fax: 425-672-8471
www.genwest.com

July 2, 2018

Genwest Systems, Inc. is an information management and consulting firm headquartered in Edmonds, Washington. Since its inception, Genwest has been a recognized leader in the design and implementation of information systems and solutions. We depend on a diverse team of talented staff to design, develop, and deploy rapid information solutions for our clients. We believe that building a team with diverse educational, cultural and experiential backgrounds makes for a better work environment for our team members, the best products for our clients and the most robust dialogue within the company.

Genwest Systems Inc., an equal opportunity employer, is accepting applications for an **Infrastructure Support Technician** position, supporting our clients in the National Oceanic and Atmospheric Administration (NOAA), National Ocean Service (NOS), Office of Response and Restoration (OR&R)/NOAA, NOS, Office of Coastal Management (OCM) in Silver Spring, MD.

Position Duties:

- Windows 10+ support for users on an Active Directory domain structure
- Active Directory support and administration
- Imaging of computers using PXE Boot
- Ability to support smartphone users, Android and Apple, in a government environment
- Microsoft Office 2016+ user support, including Microsoft Outlook
- Adobe product support, including Creative Suite products
- Google Apps support
- Copier logistics support
- Network printer support
- Workstation setup support
- Inventory support - hand receipts and annual inventory
- IT security support - scanning, vulnerability patching and N-CIRT reporting
- Educating users - support ability to make presentation to users
- VoIP support
- Off-site /travel/international user/IT helpdesk phone support and VPN
- IT vendor support - quotes and working with technicians
- Backup/disaster recovery - contingent testing support
- Videoconference/conference room support - WebEx, Google Hangouts, etc.
- Server assistance and support

Additional Qualifications:

- History of success in collaborative project execution, working as both lead and contributor.
- Demonstrated flexible and pro-active approach to problem solving.
- Demonstrated ability to plan and execute long term projects, including setting timelines and milestones.
- Strong skills in understanding and communicating complex concepts, problem solving, and
- History of working effectively and patiently as part of high performing team with high expectations, and diverse views and opinions.

Compensation:

Compensation will be determined based on the experience and qualifications of the successful applicant in combination with contract budget. The position is eligible for full-time benefit package that includes health insurance, paid personal and holiday leave, 401(k) program eligibility, and employee disability and life insurance.

Required experience/requirements

- Relevant experience and certifications should be included in resume
- Must include one page cover letter describing your experience that relates directly to the job duties stated in this posting
- Must include three references that can confirm your experience

To Apply:

Please email a resume and 3 references to hr@genwest.com. **Please include a cover letter, your resume and references in a single .pdf (Adobe Acrobat) attachment with your name included in the .pdf file name.** Also, please include the words, "Infrastructure Support Technician" in the subject line of your email.

Applicants selected for interviews will be contacted via email. The position will remain open until filled, with priority given to applications received by July 16, 2018.