



Genwest Systems, Inc.
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Genwest Systems Inc., an equal opportunity employer, is currently accepting applications for a **Tier 1 Support Technician**. This position will primarily support our clients at the National Oceanic & Atmospheric Administration (NOAA), National Ocean Service (NOS), Office of Response and Restoration (OR&R).

Location:

This position will work a full-time schedule, working from NOAA offices in Seattle, WA.

Position Description and Requirements:

The **Tier 1 Support Technician** serves as the initial point of contact for technical assistance, supporting a distributed team of local and remote personnel within the NOAA Office of Response and Restoration (OR&R). This position is responsible for diagnosing, troubleshooting, and resolving hardware, software, and network connectivity issues to ensure continuous operational readiness across the organization. Key duties include provisioning and deploying IT assets including mobile devices (iPhones, MiFi devices, etc), managing user access, and maintaining system infrastructure in strict compliance with federal IT security standards. Through proactive and responsive help desk support, the technician plays a vital role in ensuring OR&R's scientific and environmental response missions run smoothly without technical disruption.

The Technician will coordinate storage and inventory of IT equipment and supplies, keeping an accurate inventory count of equipment, notifying the task lead when supplies are needed. Manages equipment storage to ensure items are organized and develops systematic processes for the distribution and reintegration of supplies to ensure accurate accountability of supplies purchased with government funds. This work requires attention to detail, knowledge of various types of IT equipment, and prioritizing work to support the help desk team and task list while also maintaining the physical space of the help desk to ensure equipment care, tracking, and disposition..

This position requires the physical capability of lifting and moving equipment throughout the campus including cord management on the floor, lifting and moving monitors onto desks and into arms/stands. Elevators and carts are available to assist in equipment movement and management. Continued assignment to this position is contingent upon obtaining and maintaining customer approval, client suitability, and/or the required security clearance. All newly hired employees are required to be processed through E-Verify, and must be able to pass a required NOAA background check and clearance to allow access to NOAA IT systems and applications.

Position Duties:

- Windows support for users on an Active Directory domain structure
- Active Directory support and administration
- Imaging of computers using PXE Boot

- Support smartphone users, Android and Apple, in a government environment
- Microsoft Office/Google Suite user support
- Adobe product support, including Creative Suite products
- Google Workspace support
- Copier logistics support
- Network printer support
- Workstation setup support
- IT security scanning, vulnerability patching
- Coordinate Vendor supplied support
- Backup/disaster recovery support
- Video / conference room support
- Wi-fi support/connectivity support
- Ability to provide support using remote tools
- Comfortable managing computer hardware components and engaging in minor hardware repair.
- Device Driver troubleshooting and management

Qualifications:

The successful candidate will be expected to demonstrate the listed qualifications in his/her resume and interview:

- Bachelors Degree with focus in Information Technology, Computer Science, Information Systems, or other relevant disciplines
- 4 years relevant experience in an IT helpdesk or technical support role, preferably within a federal agency or corporate managed IT environment.
 - NOTE - relevant experience may be substituted for all or part of education requirement
- Proven experience troubleshooting hardware, software, and network connectivity issues (VPNs, remote desktop, Wi-Fi) for both on-site and geographically dispersed remote users.
- Hands-on experience with modern operating systems (Windows 10/11, macOS), enterprise productivity suites (Microsoft 365 or Google Workspace), and Active Directory for user account and access management.
- Experience provisioning, configuring, imaging, and tracking IT assets from deployment to decommissioning.
- Familiarity with federal IT security standards and compliance frameworks.
- Excellent interpersonal and communication skills, with a demonstrated ability to provide patient, clear technical guidance to a diverse team of scientific, response, and administrative personnel.
- Ability to facilitate training and information sessions for end users

Additional Qualifications:

Applicants must have strong skills in understanding and communicating complex concepts, problem solving, and working effectively and patiently as part of a high performing team with high expectations, and diverse views and opinions.

- Self-motivated, energetic, strategic thinker- able to take on problems, identify and confirm plans of action, and collaboratively address obstacles.
- Ability to work and travel independently.

- Demonstrated flexible and proactive approach to problem-solving.
- Demonstrated ability to plan and execute long-term projects, including setting timelines and milestones, communicating status, balancing priorities, and delivering products to specification.

Benefits & Compensation

Compensation will be determined based on the experience and qualifications of the successful applicant in combination with contract budget. The wage range is anticipated to be roughly \$55,000-\$67,500 on an annualized basis, depending on candidate qualifications and client budget.

The position is eligible for the Genwest full-time benefit package that includes:

- Health insurance,
- Paid personal and holiday leave
- 401(k) program eligibility
- Employee disability and life insurance

To Apply:

Please email a resume and 3 references to hr@genwest.com. Please include any cover letter, your resume and references in a single .pdf (Adobe Acrobat) attachment (no more than 4 pages in length) with your name included in the .pdf file name. Also, please include the words, “Tier 1 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 August 10, 2026.**

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the role.