Desktop Veteran Fellow

DEPARTMENT: KCE - King County Elections
DIVISION: Technical Services
SALARY: $17.78 - $32.17 Hourly
LOCATION: King County Elections - 919 SW Grady Way, Renton, WA 98057-2906
JOB TYPE: Intern or Veteran Fellowship
CLOSING DATE: 06/17/21 11:59 PM

SUMMARY:

This is an amazing opportunity to be engaged in the election process!

The Department of Elections is searching for an energetic and resourceful professional who likes to "**get stuff done**". The Desktop Veteran Fellow position in the Information Technology division combines an exciting, fast paced environment with the opportunity to **cultivate** talents and **apply** a variety of skills. The Veteran Fellow will perform diagnosing and resolving end-users' issues in-person or remotely via Skype or TEAMS tools or other methods; provide generic user guidance or training on Microsoft O365 applications and logins; maintain inventory records; and maintain the IT equipment rooms. This role also involves troubleshooting and resolving hardware or software issues, maintaining service records, and participating in the improvement of the King County Elections IT (KCE-IT) processes. The ideal candidate will thrive in an innovative environment and will not hesitate to roll up both sleeves, **work hard**, have **fun**, and get the job done. **Projected start date is July 2021.**

The purpose of this Veteran Fellow internship is to provide an opportunity for a veteran to obtain hands-on experience in end-user support of their Windows 10 workstation and associated peripheral equipment, account administration, building of new PCs and laptops, and overall customer service in a dynamic organization. The Veteran Fellow will work closely with all members of the KCE-IT team. The Veteran Fellow will help support the Elections Department during the 2021 Primary and General Elections in our main office and in the six Vote Centers around King County.

Upon completion of the internship, the incumbent should have gained skills to be competitive in obtaining an entry level IT support position.

Who May Apply: This position is open to all qualified Veterans and Military Service members who have served in the U.S. military or are currently serving in the National Guard or Reserve. Please visit the Vets 4 HIRE website for more information.

Work Location(s): This position will work at Renton Elections Building located at 919 SW Grady Way, Renton, WA 98057. Through 2021, much of the work will be telecommuting. When the KCE Vote Centers are open throughout King County during an election, travel and work may be required at these centers.

Work Schedule: The workweek is typically 40 hours per week, 8:00 a.m. to 5:00 p.m., Monday through Friday. Candidates are required to be available to work additional hours, typically evenings and weekends, during the Election cycle, and, as needed to support the business or to respond to service issues or failures. This opportunity will be for a minimum of six (6) months, with a possible extension not to exceed a total of 2080 hours depending on workload.

Materials Required to Apply:

- On-line King County application form which details your military and civilian experience. NOTE: Your application is the first thing the recruiter will review so make sure it is detailed and complete.
- Responses to the Supplemental Questions
- Copy of your DD 214 or other proof of military service
- A Resume and Cover Letter that details your interest in this position are encouraged but not required

JOB DUTIES:

The Veteran will **learn about and obtain practical experience** by working with and under the guidance of the King County Elections LAN Administrators, Cyber and Systems Engineer, or IT Director. This is an entry level position / internship with primary focus on learning how and gaining experience in building, delivering, and supporting productivity workstations and associated hardware, e.g., scanners, bar code readers, and printers. This position will perform information technology administrative tasks associated with the management of IT assets, inventory processes, purchase tracking, and surplus of equipment that is no longer needed or outdated. The Veteran will also provide assistance to the Elections IT staff with day-to-day operations and during the August Primary and the November General elections in the main Renton office or any of the Vote Centers around King County.

Specific job duties include:

- **Deploying new laptops/pc's:** Assist the Elections IT staff with deploying new equipment. This includes the computer build, set up, install, and configuration of hardware and software, plus peripherals including mouse, keyboard, monitors, printers, docking stations, network, and all associated drivers.
- **Aiding in the ebb and flow of Elections temporary workers stations and accounts:** Routinely maintain PC's when not in use by user to ensure they are up-to-date with security patches and the most recent build. Train and familiarize end-users in proper methods of using PC's (i.e. initial login with complex passwords, logging out at the end of the day, VPN, MFA) without making the users feel technically inadequate. Adding / removing workstations from the network while maintaining the active inventory
- **TIER 1 support for end-users:** Field requests / issues for IT help and services from our end-users via email, IM, or a ticketing system and triage for assignment within KCE-IT, including oneself. Engage the end-user in the resolution of their request / issue. Participate in the KCE-IT requirements and then testing of the Cherwell service management system and then the roll-out and training to the Elections staff.
- **Vote Center equipment staging and support:** Work with the Elections IT staff in preparing the Vote Center which includes site visits, tracking, packing, unpacking, setting up, repacking, and storing equipment; and help provide IT support to the Vote Centers during the election cycle.
- **TEAMS migration:** Assist with the user training / familiarization of TEAMS as we're migrating from Skype to TEAMS September 1, 2021.
- **IT equipment inventory:** Assist in maintaining the virtual inventory of hardware and software as well as the physical inventory and storage of such in an efficient and organized manner.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:
We are looking for candidates who have:

- Comfort with using a PC or laptop
- Demonstrated oral and written communication skills
- Skilled in MS Office 2010 and/or newer
- Curiosity and desire to learn new systems and processes
- Familiarity with various browsers (IE, Chrome)
- Good Customer support skills
- Ability to troubleshoot complex issues
- Ability to work independently and with a team

- Ability to connect and disconnect equipment and physically move equipment

SUPPLEMENTAL INFORMATION:
Travel to work locations throughout King County with limited or no public transportation services is required. A valid Washington State Driver's License is required to operate King County vehicles.

Physical Requirements: Must be able to frequently lift and move up to 40 pounds without assistance and be able to bend, twist, kneel, and work in confined spaces for several hours at a time multiple, times per year.

Union Representation: This position is not represented

COMPENSATION is based on highest military rank held or level of education.

- Veteran Fellow 1 - $17.7796 - $22.5365 per hour - High School graduate, attending undergraduate program, OR enlisted grade E1 - E3
- Veteran Fellow 2 - $20.0181 - $25.3742 per hour – Bachelor's degree completed; attending graduate school; OR enlisted military experience grade E4 – E6
- Veteran Fellow 3 - $25.3759 - $32.1655 per hour - Graduate degree completed OR Officer military rank OR enlisted military experience grade E7 – E9

Temporary Telecommuting Requirement
Some of the work associated with this position will be performed remotely, at least through July 5, 2021 in compliance with King County's telecommuting mandate.   Employees will be provided with a County issued laptop and must maintain a workspace with an internet connection where they can reliably perform work and remain available and responsive during scheduled work hours. Employees must reside in WA state and within a reasonable distance to their King County worksite to respond to workplace reporting requirements. There will be situations where the employee is required to report to a County worksite. Please note that when an employee conducts work that is likely to bring them in contact with another individual, safety precautions are required by the department in alignment with the Public Health Directive from the Seattle & King County Public Health Officer.

To support employees during this time King County has a robust collection of tools and resources to support working remotely. The individual selected for this opportunity will be joining an innovative and progressive team. King County is doing its part to reduce the spread of COVID-19 and remains committed to reducing our carbon footprint.

Forbes recently named King County as one of Washington State's best employers.

Together, with leadership and our employees, we're changing the way government delivers service and winning national recognition as a model of excellence. Are you ready to make a difference? Come join the team dedicated to serving one of the nation's best places to live, work and play.

Guided by our "True North", we are making King County a welcoming community where every person can thrive. We value diversity, inclusion and belonging in our workplace and workforce. To reach this goal we are committed to workforce equity. Equitable recruiting, support, and retention is how we will obtain the highest quality workforce in our region; a workforce that shares and will help advance our guiding principles--we are one team; we solve problems; we focus on the customer; we drive for results; we are racially just; we respect all people; we lead the way; and we are responsible stewards. We encourage people of all backgrounds and identities to apply, including Native American and people of color, immigrants, refugees, women, LGBTQ+, people living with disabilities, and veterans.

King County is an Equal Employment Opportunity (EEO) Employer
No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex (including gender identity, sexual orientation and pregnancy), age, genetic information, disability, veteran status, or other protected class. Our EEO policy applies to all employment actions, including but not limited to recruitment, hiring, selection for training, promotion, transfer, demotion, layoff, termination, rates of pay or other forms of compensation.

To Apply
If you are interested in pursuing this position, please follow the application instructions carefully. If you need this announcement in an alternate language or format, would like to request accommodation or assistance in the application or assessment process or if you have questions please contact your recruiter listed on this job announcement.

For more information regarding this recruitment, please contact:
Reeshema Lewis
Sr. Human Resources Analyst
Reeshema.Lewis@kingcounty.gov
(206) 263-8413

For questions about the Vets 4 HIRE Program or assistance in completing application materials for this fellowship, please contact Susan Navetski, Vets 4 HIRE Program Manager, at susan.navetski@kingcounty.gov or call 206-477-3271.

Desktop Veteran Fellow Supplemental Questionnaire

* 1. The eligibility requirement for this position is a person who has served as either an active duty or a reservist member of the U.S. Army, Navy, Marines, Air Force, Coast Guard or National Guard.

   ❏ Yes, I meet this criteria
   ❏ No, I do not meet this criteria

* 2. What is/was your military rank? (i.e. E-4, O-2)

* 3. Please select the areas in which you have experience (check all that apply).

   ❏ Comfortable with using a PC or laptop
   ❏ Experience with Microsoft Office 2010 and/or newer
   ❏ Familiarity with various browsers (Edge, Chrome)

* 4. PLEASE READ: Did you attach all required documents?

   ❏ On-line King County application form which details your military and civilian experience. NOTE: Your application is the first thing the recruiter will review so make sure it is detailed and complete.
   ❏ Responses to the Supplemental Questions
   ❏ Copy of your DD 214 or other proof of military service

* Required Question