



**SEDONA
FIRE
DISTRICT**

**Is Seeking an Accomplished
Professional to Serve as**

User Support Technician

**Position open until filled;
first applicant screening on
April 27, 2022**



HIRING ANNOUNCEMENT USER SUPPORT TECHNICIAN

THE DISTRICT

The Sedona Fire District is headquartered in one of the most scenic areas of the country. The "Red Rocks" attract tourists from all over the world and has been referred to as "The Most Beautiful Place on Earth." Sedona was also voted a must-visit Arizona attraction in USA Today's "10 Best Readers' Choice 2017."

In existence since 1950, the Sedona Fire District has undergone significant growth and change covering 168 square miles for fire protection and 274 square miles for emergency medical services.

Sedona Fire District can best be described as diversified in terms of terrain and landscape. Sedona is surrounded by 1.8 million acres of national forest land offering varied recreational activities such as bird watching, hiking, biking, rock climbing and off road vehicle riding. Other attractions include Oak Creek Canyon, Slide Rock and Red Rock State Parks.

USER SUPPORT TECHNICIAN

Sedona Fire District is pleased to announce the search for a User Support Technician. This position will provide the support and maintenance of Sedona Fire District's computer network systems. This position provides analysis, problem-solving, on-site technical assistance, and support to internal users for computer hardware, software, networking, and applications systems. Provides training and guidance on how to best use technology, providing support as needed.



Minimum Qualifications

- Associates degree in Personal Computer Technology, Computer Science or related field; **and** Three (3) years' experience providing desktop operating system, hardware, software and server software support; **OR**,
- Five (5) years of work experience in providing desktop operating system, hardware, software, and server software support.
- CompTIA A+ and MCP certification within 6 months of hire

Preferred Qualifications

- Bachelor's degree in MIS or a related field;
- Seven (7) years increasingly responsible support experience in a complex Public Safety network environment.
- CompTIA A+ certification
- MCP certification

User Support Technician Competencies

The Ideal Candidate will align with the district's core competencies of:

Integrity & Trust Ethics & Values Approachability
Interpersonal Savvy Self-Knowledge

The Successful Candidate will be skilled in demonstrating:

Decision Quality Functional/Technical Skills
Dealing with Ambiguity Problem Solving Personal Learning

User Support Technician Base Pay 2022

\$58,600 - \$67,800 annually, plus overtime. *Compensation is commensurate with experience.*

Starting benefit package includes

- Paid time off: 80 hours of vacation leave, 120 hours of sick leave, 11 paid holidays.
- Employer paid medical, dental and life insurance plus HSA funding.
- AZ State Retirement with a lifetime guaranteed monthly pension upon retirement and other deferred compensation options (457, 457 Roth, retirement health savings)
- Mobile phone allowance, Uniform allowance, EAP, tuition reimbursement and more!

Application and Hiring Process

1. Go to <http://www.sedonafire.org>, click *About Us*, then *Careers at SFD*. Download the job description and announcement.
2. Submit your resume to Sedona Fire District Human Resources at humanresources@sedonafire.org.
3. Human Resources will contact qualified candidates and request an application packet submission.
4. Top candidates will move forward to the candidate selection and hiring process.

Selection Guidelines

Sedona Fire District candidate selection will include: Formal application; rating of education and experience; written and/or practical testing; oral board(s); background/driver's license verification and check; hiring list; offer of employment; post-offer physical examination, including drug screen.

Position open until filled; first applicant screening on April 27, 2022

2860 Southwest Drive, Sedona, AZ 86336

928-282-6800

www.sedonafire.org

Sedona Fire District is an equal opportunity employer.



Our Mission

We help people through Safe, Friendly, and Dedicated Service.

The Sedona Fire District is a community leader in emergency services making our District one of the safest places in the world to live, work and explore.