

# Emergency Communications Technology Specialist



## General Summary of Classification:

Provides comprehensive and complex system support to Department of Emergency Communications (DEC) to maintain department operations; support includes patching, updating, installing, and troubleshooting the suite of vendor supported hardware, software, applications, systems, and distinct platforms; performs or coordinates with vendors required programming, coding, scripting, querying, interface support; handles routine diagnostics or report production for review; may serve as a lead worker and back-up to Emergency Communications Technology Manager; performs other duties as assigned.

## Examples of Primary Tasks, Duties and Responsibilities (TDR):

*NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.*

- Manages, organizes, and executes assigned support tasks for 9-1-1 dispatch, Computer Aided Dispatch, ECaTS, NICE, MIS, or other utilized public-safety technologies, network/telecommunications, applications, and systems;
- Performs complicated department-specific system diagnostics, supports design, installations, configurations, upgrades, patches, testing, maintenance, troubleshooting, repairs, and support for all aligned emergency communications - specific hardware and software, related peripherals, interfaces, and department-specific equipment and devices;
- Collaborates with aligned system vendors to report diagnostic findings, coordinate updates, and collaborate on additional system, platform, or technology needs, issues, and operations;
- Manages trouble-ticket processes for dispatchers and other DEC staff, investigates system issues, works with peers to troubleshoot & correct identified issues, escalates complex findings to vendor or supervisor for guidance and resolution;
- Maintains system, program and platform access by developing, sustaining, and removing user profiles, credentials, and associated permissions to critical 9-1-1 support technologies;
- Receives, documents, and provides updates, reports, or guidance from and/or between DEC, peer departments, and aligned vendors to address system, user, and operational needs, and to monitor and report industry trends;
- Supports general IT needs of hardware and software for DEC users and operations consistent with County IT guidance;
- Performs other duties as assigned.

## Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Thorough working knowledge of personal computer technologies, network/telecommunications, help desk operations, system-specific troubleshooting/repair, and software configuration; thorough working knowledge of emergency communications-specific software, applications, databases, and industry technology trends; thorough working knowledge of DEC operations, systems, programs, and equipment; ability to accurately diagnose, configure, repair, and test applications and systems functionality/operations;
- **Technical:** Excellent computer, software, and system specific skills with ability to use computer, typical business software, proprietary software, applications, and technologies to sustain DEC operations.
- **Communication, Customer Service and Interpersonal:** Excellent written and oral skills with the ability to communicate clearly and accurately, both verbally and in writing, with County personnel and vendors using both technical and non-technical language to provide excellent customer service and accurately explain technical processes.
- **Decision-making, and Authority:** Ability to understand and follow complex instructions, policies, and data, including federal and state regulations; makes sound decisions independently, appropriately involves supervisor as needed; excellent organization skills with the demonstrated ability to plan and execute assigned work independently and effectively to successfully complete assigned tasks accurately and in a timely manner within established deadlines.
- **Leadership:** Non-supervisory. Ability to work independently with minimal supervision and collaborate effectively as part of a team.
- **Environment:** Works in an office setting; may work in various locations based on assigned duties, such as cross training.
- **Physical:** Visual and hearing acuity sufficient to interact accurately with a diverse audience of personnel. Physical ability sufficient to perform assigned duties in an office environment and to conduct system inspections or repairs as needed.

## Minimum Education and Experience:

**Education:** Four (4) year degree in a relevant IT field of study preferred;

**Experience:** Three (3) years of relevant work experience;

**OR:** Any equivalent combination of education and experience which provides the necessary knowledge, skills, and abilities.

## Other Requirements (License, Certifications, Training, etc.):

### Required of All:

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.