

Emergency Services System Specialist

Dept: Emergency Services

FLSA Status: Non-Exempt

General Definition of Work

Performs difficult technical work maintaining various hardware and software for the Emergency Services Department, providing technical support and training to users, installing and upgrading information systems, preparing and maintaining files and records, and related work as apparent or assigned. Work is performed under the limited supervision of the Emergency Services Director.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Implements and maintains 9-1-1 phone and radio hardware and software.
- Deploys and maintains department computers, laptops and software.
- Troubleshoots and repairs technology related problems.
- Purchases equipment and accessories.
- Verifies and submits E9-1-1 call problem reports.
- Acts as a telecommunicator.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of the operation, uses and capabilities of electronic data processing main and peripheral equipment used in emergency communications; thorough knowledge of hardware or software procedures and techniques; thorough knowledge of departmental programs, policies and procedures; thorough knowledge of standard computer equipment, hardware and software; thorough skill operating standard tools of the trade; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to maintain required certifications; ability to respond to work during emergency situations or inclement weather; ability to understand and carry out written and oral instructions; ability to analyze software programs and program adjustments; ability to establish and maintain effective working relationships with associates.

Education and Experience

Associates/Technical degree with coursework in information technology, help desk, troubleshooting, or related field and three to five years experience working in information technology, help desk, troubleshooting, or equivalent combination of education and experience. Bachelor's degree preferred.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force; work frequently repetitive motions and occasionally requires standing, walking, sitting, speaking or hearing, using hands to finger, handle or feel, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring

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devices, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work frequently requires exposure to fumes or airborne particles and exposure to the risk of electrical shock and occasionally requires exposure to toxic or caustic chemicals and exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

- CPR/First aid certification.
- Emergency Medical Dispatcher (EMD) certification.
- Local credentialing/re-credentialing.
- Emergency vehicle operator course.
- Division of Criminal Information (DCI) modules 1, 2, 3 certification.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

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I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date