

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : 911 Technology Support Specialist
Department : Telecommunications
Revised : August 2015

Class : Technician
FLSA : Non-exempt

This job description supersedes any prior description for the 911 Technology Support Specialist classification.

GENERAL DESCRIPTION

Under general supervision, serves as support for the Telecommunications Department and assists in departmental programs and activities. Initiative and independent judgment are required. Work is under the supervision of the Telecommunications Director and is evaluated through periodic conferences and by review of records and reports.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Manages and maintains all interfacing technology used in the Telecommunications Department which includes but not limited to the 911 emergency phone system, the county-wide public safety radio system (800 MHz VIPER and VHF systems, portable and mobile devices), the logging recorder system, CAD (computer aided dispatch) system, and other communications related equipment.

Consults with the Telecommunications Director and staff to assess needs and recommend appropriate hardware and software applications; monitors and evaluates new software applications; configures programs to meet user needs and tests systems.

Troubleshoots and takes appropriate action of software and equipment failures; customizes specialized software used in the department; performs upgrades on programs as needed.

Works with department, County, and local partners to ensure technology systems meet their needs.

Ensures continuous operations of the County's 911 systems.

Develops budget recommendations on technology issues based on the department's specific needs and requirements.

Provides support and coordinates with partner agencies with regard to 911 resources when required.

Coordinates response plans with the Emergency Services Department and works to retrieve data/information from that department when needed to address concerns both internal and external.

OTHER JOB FUNCTIONS

Keeps current on the changing technology in the microcomputer field.

Participates in and aids in project-based assignments.

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

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KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of principles and techniques of radio systems technology, network infrastructure and devices, CAD (computer aided dispatch) and MCT (mobile command terminal).

Knowledge of application and interpretation of agency policies and procedures as well as local, state, and federal regulations.

Knowledge and understanding of basic troubleshooting techniques and principles.

Ability to analyze data and develop logical solutions to complex problems.

Ability to work independently with minimum supervision.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with officials and representatives from partner agencies, other employees, and the general public.

Ability to be on call 24/7 for emergency system maintenance and repair.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting approximately 35 lbs. or less. Work may include extended periods of time viewing a computer video monitor or operating a keyboard. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Associate's Degree from an accredited college or university in Information Technology, Radio Systems Technology, or related area and two years experience in Information Technology, Radio Systems or related area with emphasis on maintenance and troubleshooting or general technology support; or equivalent combination of education and experience. Experience in 911 Emergency Phone System and CAD systems preferred. A valid driver's license is required.

**This job description does not create an employment contract,
implied or otherwise.**