

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Emergency Services Support Specialist
Department: Emergency Services
Revised : April 2014

Class : Para-professional
FLSA : Non-exempt

This job description supersedes any prior description for the Emergency Services Support Specialist classification.

GENERAL DESCRIPTION

Under general supervision, serves as support for the Department of Emergency Services and assists in departmental programs and activities. Initiative and independent judgment are required. Work is under the supervision of the Emergency Services Chief 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.)

Serves as liaison with County Departments Information Systems, Ambulance Billing and Collections, Risk Management, County Manager, and Telecommunications as well as external agencies.

Consults with the Emergency Services Chief 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.

Researches and tests necessary products, makes recommendations, develops standards for technology applications with department that increase efficiency and productivity.

Troubleshoots and assists users with specialized emergency services hardware and software issues related to the EMS Division's field reporting and ambulance billing software, the Emergency Management divisions Cameo, Hazardous Materials Tier Two reporting and WebEOC Incident Management software, and the Fire Division's fire inspections/management software, Inspection Files, and permitting software as well as Toolkits Group software; customizes specialized software used in the department; performs upgrades on programs as needed.

Develops budget recommendations on technology issues for the Emergency Services Chief including direct purchase responsibilities; prepares recommended specifications for computers, software, and communications systems based on department/division specific needs and requirements.

Assists in the establishment and operational set up of the primary Emergency Operations Center (EOC) when required by the Emergency Services Chief; provides support and coordinates with outside agencies with regard to the EOC resources when required for other functions.

Assists administrative staff with reports from various data-bases compiled and maintained in the Emergency Services department and other department and agency functions.

Performs incident response functions including Advanced Life Support patient care, incident management, and investigative support.

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

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Manages the department assigned cache of desktop computers, notebook computers, mobile gateways, aircards, tablets, and cell phones including all accessories such as chargers, batteries, cases and peripherals; oversees the department inventory of communications equipment including mobile 800mhz radios, mobile and portable VHF radios, VHF pagers, VIPER radios and other communications related equipment.

Responsible for required federal credentialing requirements including the issuance and tracking of Emergency Management related identification based on discipline and qualifications.

OTHER JOB FUNCTIONS

Performs related duties as required.

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

KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of Emergency Services regulations, policies, and operating procedures including Incident Command principles.

Thorough knowledge of the capabilities and operation of microcomputers, system software, networks, Web EOC, and specialized department software applications, as well as a working knowledge of radio communication equipment and Telecommunications Department functions and interface with Emergency Services operations.

Thorough knowledge of equipment and supplies used in emergency care of patients and victims of accidents.

Considerable knowledge of Microsoft Office applications.

General knowledge of policies and procedures regarding purchasing processes.

Ability to research products and vendor and negotiate pricing.

Ability to communicate effectively, orally and in writing.

Ability to establish and maintain effective working relationships with county officials, vendors, other employees, and the general public.

PHYSICAL REQUIREMENTS

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

EXPOSURE CONTROL

Work activity is normally performed without blood or body fluid exposure but exposure may occur in an emergency. Personal protective equipment should be available and used if an emergency arises. Employee may be exposed to hazardous chemicals, smoke, or potentially hazardous or volatile situations.

MINIMUM EXPERIENCE AND TRAINING

Associate degree from an accredited college or university in Information Management or other related area with four years of Paramedic and/or emergency management experience including experience with computers, networks, and radio

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systems; certification as a Paramedic; completion of National Incident Management Systems (NIMS) current standards as outlined in local compliance document, and a valid driver's license. Experience with emsCharts Reporting software, Cameo, 800 MHz radio systems, Web EOC is preferred. Completion of NIMS 300 and 400 are required with twelve months of employment.

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