



PUBLIC SAFETY TELECOMMUNICATIONS SYSTEMS SPECIALIST JOB DESCRIPTION

Job Title: **Public Safety Telecommunications
Systems Specialist**

Pay Grade: **126**

FLSA: **Exempt**

Job Code: **CM110**

Effective Date: **October 2007**

Revision Date: **October 2007**

NATURE OF WORK

Under general supervision, administers and maintains Lewis County's E911 communications system and associated software and databases; provides systems support and training to end users; and performs other related duties as assigned.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Manages and maintains emergency communications software used to dispatch local law enforcement, fire, and emergency medical services personnel; maintains geo files in relation to Lewis County roads.
- Maintains software used by the Lewis County Jail in the booking/release of inmates and for civil processing and criminal evidence tracking; maintains mobile data terminals in law enforcement vehicles.
- Coordinates system interfaces with State and Federal agencies; facilitates system requests for driver's license, warrant, and vehicle registration information and/or the electronic transmittal of fingerprints.
- Provides system interfaces to enable the entry of people, vehicles, property, and/or other relevant data into State and Federal communications systems.
- Monitors and maintains the proper functioning, accessibility, integrity, and security of assigned systems, software, and data.
- Performs system updates; diagnoses and troubleshoots system and/or software issues; coordinates with vendors regarding the upgrade and/or repair of system issues as required.
- Provides system support and training to end users; creates user profiles and privileges; updates user groups; creates user input standards; removes user access.
- Develops, generates, and maintains a variety of daily, weekly, and monthly system reports.
- Participates in regional system user groups; organizes meeting agendas; coordinates training and vendor demonstrations; oversees the implementation of system interface updates due to changes in State and/or Federal programming.
- Chairs monthly user group meetings for Lewis County; implements standardization within the system; assists agencies in maximizing software usage; coordinates system upgrades.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a standard office environment; work involves light physical demands and frequent use of a personal computer.

EMPLOYMENT STANDARDS:

Associate's Degree in Information Technology or a closely related field; AND three (3) year's emergency communications/systems administration experience.

Certification as a Spillman Systems Administrator and a valid Driver's License are required.

KNOWLEDGE AND SKILLS:

Knowledge of:

- County policies and procedures.
- Principles and practices of systems administration.
- Emergency communications systems and software.
- E911 communications center operations.
- Processes for upgrading and maintaining communications systems.

Skills in:

- Coordinating and performing a variety of systems administration functions.
- Updating, maintaining, and troubleshooting the County's emergency communications system.
- Providing systems support and training to end users.
- Establishing and maintaining effective working relationships with other staff, County departments, outside agencies, vendors, and the general public.
- Communicating effectively verbally and in writing.