



Kalamazoo County Consolidated Dispatch Authority



JOB DESCRIPTION

POSITION: Systems Support Specialist

(FLSA Non-Exempt)

SUPERVISED BY:

Executive Director

SUPERVISES:

None

POSITION SUMMARY:

Under the direct supervision of the Network and Systems Administrator and the general supervision of the Executive Director, the Systems Support Specialist is responsible for supporting all public safety applications utilized by KCCDA including but not limited to computers, telephones, radio consoles, computer aided dispatch systems and peripherals. The employee is responsible for assisting with software application deployment and supporting hardware, software, and networks utilized and managed by the Dispatch Authority. Assists with project management and implementation and supports continued operability and compatibility with first responders.

ESSENTIAL JOB FUNCTIONS:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Responsible for supporting all of the equipment in the Dispatch Center including, but not limited to, networks, computers, radio and telecommunications systems. This includes application of systems analysis techniques and procedures, including consulting with management, dispatchers, first responders and stakeholders to determine hardware, software or system functional specifications.
2. Responsible for assisting in the design, development, documentation, analysis, creation, testing or modification of networks, computers, radio and telecommunications systems or programs, based on and related to user or system designs specifications;
3. Assists in resolving operational, functional, security and other technical issues

between the Dispatch Center and other public safety departments and other stakeholders. Systems include but are not limited to telephone lines, radio communications network (circuits and microwave), mobile computer systems, RMS systems insofar as it applies to the Dispatch Authority, CAD, computers and radios.

4. Troubleshoots technical issues between Dispatch Center and the Michigan State Police LEIN interface. Coordinates this work with the Deputy Director who is the primary LEIN Terminal Agency Coordinator.
5. Assures the optimal operation of, and improves, the Computer Aided Dispatch (CAD) mapping system. Coordinates the Master Street Address Guide and GIS data. Plans, builds and implements all CAD enhancements, including but not limited to the addition and deletion of users, units, codes, recommendations, interfaces and notifications. Prepares reports on a periodic basis as requested. Updates emergency response zones and corrects addressing errors in a timely manner. Acquires and makes available current maps for use by the Dispatch Center and assures proper modification and updates.
6. Provides technical and computer-related support for computer systems (in coordination with IT Support Specialist and/or contractors) and applications including, but not limited to, the Enhanced and Next Generation 9-1-1 Telephony System, the Mobile Data Computer System, the LEIN System and Interfaces, Computer Aided Dispatch System and other computer systems used by the Dispatch Authority and other public safety agencies serviced by KCCDA.
7. Maintains and upgrades professional knowledge, skills and development by attending continuing education seminars, training programs and courses. Reads appropriate professional trade journals and publications.
8. Assists the Network and Systems Administrator in coordinating and assisting the Executive and Deputy Directors with implementing disaster recovery plans. Serves as an integral part of planning, testing, and staying current with the needs of the Disaster Recovery Plan.
9. Assists in evaluating, recommending, selection and implementation of new technologies. Evaluates and recommends new technology after ensuring compatibility between proposed and existing systems. Reviews enhancements prior to installation and evaluates their impact on all systems and procedures. Installs and tests new hardware and software. Strives for a high level of utilization for all systems.
10. Assists in the preparation of bid specifications and analysis of bid proposals for computer and network equipment, software and related items.

11. Assists with administrative functions such as maintaining user accounts and passwords, installing, upgrading and maintaining software on servers, upgrading hardware and troubleshooting and resolving network connectivity issues. Assists in developing contingency plans.
12. Attends formal training sessions as needed or required by the Network and Systems Administrator. Strives to improve knowledge in many technical areas related to job functions.
13. Develops a working knowledge of how emergency communications officers, administrators, support staff, officers and other personnel use the systems. Proactive in resolving issues and complaints from users. Provides clear documentation to users regarding modifications.
14. Assists with training Dispatch Authority personnel and other public safety agency personnel, as applicable, in the proper use of automated systems.
15. Assists with troubleshooting of minor problems that Dispatch Authority staff is experiencing with computerized/automated systems (user level only).
16. Assists with website development and maintenance.
17. Responds to emergencies or service needs on a 24-hour basis.
18. Performs other related duties as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Associate's Degree in information technology or related field and five years of experience working with public safety answering point (9-1-1) systems; preferably 9-1-1 system build-out and implementation experience.
- The Dispatch Authority, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's License.

- Thorough working knowledge of computer systems operations, including management, maintenance, backup procedures and recovery from catastrophic failures.
- Thorough working knowledge of public safety Computer Aided Dispatch (CAD) systems.
- Good working knowledge of MDC's, radio systems, NCIC, LEIN, and E911 and NG911 systems.
- Ability to analyze and use deductive reasoning to troubleshoot and diagnose computer software, hardware, operating and network issues.
- Skill in effectively communicating ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with Dispatch Authority employees, contractors, representatives of other governmental units, professional contacts, elected officials, and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines and in emergencies.
- Ability to attend meetings scheduled at times other than normal business hours.
- Ability to respond to emergencies or service needs on a 24-hour basis
- Must pass criminal, credit and other background checks as required by Employer policy.

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.)

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

The job duties require an employee to work under stressful conditions. While performing the duties of this job, the employee is regularly required to communicate with others in person and by telephone, read regular and small print, view and produce written and electronic

documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, kneel, use hands to finger, handle or feel and reach with hands and arms. The employee must occasionally lift or push/pull objects of up to 15 lbs. without assistance.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.

(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above.)