

I.T. SYSTEMS SPECIALIST I

1. **DUTIES:** - The Employee shall be employed as a 9-1-1 Consortium Systems Specialist I and shall report to the I.T. Systems Administrator and/or the Executive Director of the 9-1-1 Consortium or their designee. The employee shall have general and specific duties and responsibilities as follows:

A. **SUMMARY:**

Under the supervision of the I.T. Systems Administrator, the I.T. Systems Specialist I is responsible for daily operation and maintenance of a multi-jurisdictional data communications system consisting of a Computer Aided Dispatch, Mobile Data Computer System, and all peripherals. The position incumbent represents the I.T. Systems Administrator, as designated, in working with various 9-1-1 personnel, Police and Fire departments to provide quality customer service. The position incumbent also performs a variety of technical tasks in the analysis, testing, installation, documentation, and maintenance of these systems including updates, generation of operational and statistical reports and provides operational hardware and software support to users, as well as new and refresher training to users. The position incumbent also handles other specific assignments as directed by the I.T. Systems Administrator and/or the Executive Director and/or their designee.

B. **PRINCIPLE DUTIES AND RESPONSIBILITIES:**

- Provides superior customer service to all users, support personnel, and fellow employees.
- Demonstrate good social skills in a professional environment.
- Device imaging, user account creation across various services, password resets, software installs.
- Troubleshooting of computer related issues.
- Maintains accurate records of completed and pending jobs using a ticketing system.
- Follows organizational and I.T. policies and procedures.
- Provides technical knowledge related to project system enhancements, changes, and upgrades to various users.
- Performs upkeep on application programs, user workstations, laptop computers, and documentation to maintain system integrity and to ensure optimum system performance.
- Troubleshoots, and if possible, corrects system hardware and software operational problems.
- Prepares routine and custom SQL reports for the I.T. Systems Administrator or other personnel as requested or required.
- After hours on-call support rotation is a requirement for this position.

The above statements should not be construed as an exhaustive list of all duties that may be performed by a person in this position. Other duties also may be assigned as necessary by the I.T. Systems Administrator, the Executive Director and/or their designee.

2. **DESIRED SKILLS:**

The Support Specialist I candidate must be a skilled communicator with excellent customer service and critical thinking skills. Exceptional reading and writing skills are required to provide appropriate customer

support. The candidate will be required to follow department policies and procedures in supporting the call center, walk-in, and call-in traffic.

3. PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Must regularly lift and carry small packages of up to 10 pounds.
- May occasionally lift and carry boxes of supplies and/or equipment weighing up to 50 pounds by self or 120 pounds with assistance from others.

4. QUALIFICATIONS:

- Bachelor's degree in a related field (computer science/information systems) and/or equivalent combination of education, certification, and experience.
- Familiarity with the following applications/systems: Active Directory, Networking Equipment, Office Suite, VMware, Remote Desktop, Windows Desktop/Server, OS X.
- High level critical thinking, as well as excellent oral and written communication skills.
- Ability to manage and prioritize multiple projects and tasks simultaneously, while being able to meet deadlines.
- Ability to work under sometimes demanding conditions in a fast-paced environment.
- Familiarity with various scripting, and markup languages such as HTML/CSS, Javascript, Powershell, XML/XSL, and SQL.
- Experience configuring and troubleshooting networking equipment in an IP environment.
- Basic understanding of DNS/DHCP, switches, and firewalls.
- Advanced knowledge of Microsoft Office software and experience with providing training to others.
- Ability to type 50+ words per minute.

5. PREFERRED QUALIFICATIONS:

- Knowledge and experience with Public Safety (Police/Fire/EMS).
- Knowledge of Computer Aided Dispatch software.
- Knowledge of Genesee County geography.
- Bachelors in computer science or related degree or experience in related field.
- 5+ years of I.T. experience
- Windows Server 2012+ setup and administration.
- Linux/Unix server setup and administration.
- SQL Server administration.
- Hyper-V/VMware.
- Experience with implementing and maintaining network infrastructure: servers, routers, firewalls, switches, wireless access points.
- Ability to write Powershell scripts, and Batch files for system administration.
- Ability to program in .NET, C/C++, C#, or PHP.

HOURS OF WORK:

The normal work period shall be set by the Employer. Employees are required to work overtime, when assigned. The normal work period for regular, full-time employees is eighty (80) hours of work within the fourteen (14) consecutive calendar days which coincide with the bi-weekly pay periods. Flexible use of

hours are required within this position as the workload calls for, and at the direction of the I.T. System Administrator.

WAGE AND BENEFITS:

Starting salary depending on skills and experience, range of \$40,000-\$57,000. A 401a retirement plan in which the Employer contributes 10% of base pay. The Employer contribution will fully vest in five (5) years (20% a year) with a 90-day waiting period for enrollment. A medical, dental and vision plan will be offered to full-time employees after 90 days. Thirteen (13) paid holidays per year, vacation, sick, and personal vary upon time served. Full details upon inquiry. This is a non-union position within 9-1-1 Consortium.

APPLICATION PROCESS:

1. Fill out the employment application form, downloaded at <<http://geneseecounty911.org>>.
2. Submit the following to <jobs@geneseecounty911.org>
 - a. Employment application form.
 - b. Resume.
 - c. Driver's license photo (front/back).
3. A 9-1-1 representative will contact and schedule you for a computerized general proficiency test, 1.5 hours.
4. After passing the first test, a second test will be scheduled to measure knowledge and skills in various computer related categories.
5. Interview panel at 9-1-1.
6. In-depth background check.
7. Pass a drug screen.
8. Pass a physical and hearing test.

DEADLINE FOR APPLICATIONS:

The deadline for applying for the I T Position is 30 days from posting date. This will be June 10, 2023, by 12:00 noon.

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