

SYSTEMS SUPPORT SPECIALIST

GENERAL SUMMARY

911 Systems Support Specialist plays a crucial role in maintaining the smooth operation of the various technology systems used both in the Emergency Communications Center and in the field. This includes computers for dispatching, telephony systems for answering 911 and non-emergency calls, a large fleet of radios and pagers that Grand Traverse 911 owns and provides to county public safety agencies, and ancillary systems and interfaces (such as 3rd party alerting applications).

Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodations.

This position may require travel by the employee in the employee's own vehicle.

PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

- Maintenance and repair of two-way radio equipment, including portable and mobile radios, pagers, dispatch console equipment, and infrastructure. Maintain an equipment tracking database for radios/pagers and accessories loaned to public safety personnel throughout the county. Work in partnership with the Michigan Public Safety Communications System to help resolve issues with the statewide radio system directly affecting Grand Traverse County.
- Provide technical liaison support to countywide public safety agencies for support with products that serve CAD applications, such as tablets and mobile data computers (MDC).
- Maintenance and implementation of the Computer Aided Dispatch (CAD) Geospatial Information Systems data (GIS). Mapping is a major component of the CAD system, which requires high-level skills in maintaining, modifying and implementing a robust mapping solution in coordination with the county Equalization office.
- CAD systems support, which includes maintaining the proper configurations for integration pieces such as data connections between CAD and the 911 phone system, external alert applications and various other interfaces, workstation maintenance to operate the CAD systems, and tactical deployment solutions (CAD functionality outside of the confines of the dispatch center). Assist with maintenance and development of response plans in CAD. Ensure CAD system updates/upgrades are performed in a timely manner with minimum impact to operations.
- 911 and administrative phone system maintenance and upkeep, including all telephony physical equipment both at the dispatch console and server rooms, Master Street Address Guide (MSAG) maintenance and upkeep, working with telephony service providers to resolve 911 data discrepancies.
- Computer and network equipment maintenance and management in coordination with the county IT department. This includes maintaining the various desktop and laptop PCs needed to function in dispatch, ancillary systems such as computers used to transport

Grand Traverse County, MI Job Description

radio audio to first responder apps, printers, monitors, understanding and implementing network connections between various pieces of hardware.

- All technological equipment belonging to Dispatch will be tracked in a computerized system. This equipment includes all computers, devices, and radios.
- Acting as a subject matter expert, this position requires attendance and participation in various meetings, forums, and collaborative events. Dispatch Administration will consult the advice of the System Support Specialist in areas of their expertise. Collaboration is expected in long-term projects and procurements. Meeting will be assigned by the Director or Deputy Director, where the System Support Specialists will collaborate with stakeholders in decision-making.
- May assist Emergency Telecommunicators with emergency and non-emergency requests for assistance, dispatching appropriate units, and maintaining contact with responding units to gather and supply information.
- Other tasks and duties will be assigned by the Director or the Deputy Director from time to time. The system support specialist may be ordered to assist Dispatch staff with tasks such as, but not limited to: special projects, installations of new programs, deployments of dispatch systems in the field, equipment maintenance, coordinating with other county departments in repair and maintenance of equipment and physical plant.

EDUCATION, FORMAL TRAINING, AND EXPERIENCE (minimum requirements)

- High School Diploma or G.E.D. supplemented by advanced college coursework in data processing or related field.
- One to two years of related experience.
- An additional two years of directly related experience may substitute for each year of education (up to two years of education), if there is demonstrated knowledge, ability, and skills to perform the work.

CERTIFICATIONS, LICENSES (minimum requirements)

- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.

CONDITIONS OF EMPLOYMENT (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check will be required initially and may be required periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the

applicant's or employee's suitability to perform the required duties and responsibilities of the position.

DISTINGUISHING CHARACTERISTICS

Work involves gathering and analyzing information to determine the best course of action, based on general guidelines or rules of operations requiring the use of judgment to choose alternatives, many of which may be correct, but one is better than another depending on the situation. Errors could lead to the loss of life or major harm or life impairment.

This is a non-supervisory position and compared to the Emergency Telecommunicator classification, work is primarily focused on systems and network support.

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS

- Work is performed in an office environment
- May be required to reach with hands and arms; sit; stand; talk and hear; use hands to finger, handle, or feel
- May be required to lift/move up to 50 pounds (such as a box of paper
- **Must be able to work all shifts, weekends, and holidays for this 24-hour operation and be able to work mandatory overtime**

KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES (minimum requirements)

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Knowledge related to the department or function, and general County operation and organization.
- Ability to detect errors, determine causes, and make corrections as appropriate.
- Skill in operation of modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones.
- Skill in use of personal computer software, including advanced spreadsheet development and word processing.
- Interpersonal skills are necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Ability to remain calm in stressful situations and to manipulate calls when necessary to gain essential information.
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Skilled in researching and resolving complex problems to ensure compliance
- Ability to consistently demonstrate sound ethics and judgment
- Ability to handle multiple tasks simultaneously with frequent interruptions
- Ability to think analytically and apply sound judgment, solve problems, make effective decisions, and act with integrity
- Ability to explain complex policies and processes
- Ability to maintain confidentiality of information and professional boundaries
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Able to use County resources effectively and efficiently