

Cowlitz 911

Job Description

The job description is intended to describe the general nature and level of work being performed by the incumbent, and is not to be construed as an exclusive list of responsibilities, duties and skills required by the incumbent on this position. The job description does not imply an offer of employment, nor a contract for employment. It is subject to change at the discretion of the employer.

Job Title: Information Services Technician

FLSA: Non-Exempt

Department: Cowlitz 911

Union Affiliated: No

Reports to: Executive Director

Pages: 1 - 3

General Position Summary:

This position is responsible for installing, maintaining, and troubleshooting hardware, software, and network systems. This role ensures the smooth operation of an organization's IT infrastructure and provides technical support to end users.

Essential Duties and Responsibilities:

1. Provides support to all Cowlitz 911 staff, prioritizing operation of Dispatch. Supports all hardware and software in the Cowlitz 911 environment, including Flex/Spillman computer aided dispatch (CAD) support, ProQa, Aurelian, Emergency Call Works (ECW), and Motorola Elite. Troubleshoot issues; assist Cowlitz 911 and Users with system lockouts and frozen computers and malfunctioning applications.
2. Works with vendors and technical support to resolve and and all issues.
3. Testing, installing and supporting of PC's, Servers, Printers and Network Systems.
4. Coordinates with the IT Manager to provide first line 24/7, 365 day-a-year on-call technical service to the dispatch center and partner agencies. Carries a Cowlitz 911 cellular phone 24/7 and responds to calls for assistance; performs computer troubleshooting to diagnose operating problems; analyzes personal computer and peripherals' functionality; identifies, locates, resolves and repairs problems within scope of authority; documents call records and results. Serves as a liaison between Cowlitz 911 and User Agencies regarding network connections.
5. Perform data entry and management of Graphic Information Systems (GIS) as it relates to the agency's emergency services work and assists User Agencies with connection to Cowlitz 911's GIS systems.
6. Operate GIS tools and systems to document and combine useful information so that it can be digitized, mapped and displayed. Constantly updates and modifies GIS information. Creates custom maps as needed.
7. Updates and creates response plans as required by Cowlitz 911 and User Agencies.
8. Assists with networking configuration and updates, ethernet and other cabling, NVR/CCTV systems, WiFi, VOIP, TVs, CPE, CHE, ESINet, ISP, and other IT systems, including specialty hardware and software such as Zetron and Stencil Recorder.
9. Maintains the 911 Master Street Address Guide (911 MSAG) and compares it to GIS information to ensure accurate data within Cowlitz 911 and its agencies.
10. Maintains accurate reports of malfunctions; provides referrals to the IT Manager when problems are beyond the abilities of the IS Technician; tracks the problem until it has been resolved.
11. Updates database applications and related modules within the Spillman CAD.
12. Maintains the agency's web site. Makes timely updates to the agency's web site as requested and documents the date, time and content of changes.
13. Is able to establish, build and maintain effective working relationships.

14. Manages back-up and recovery of data and systems including response plans, map, email and Spillman CAD.
15. Requires regular and reliable attendance.
16. Provides monthly report on activities to the Executive Director.
17. Provides statistics on system use, call volumes, call dispatching times, etc.
18. Maintains network security to prevent infection by externally or internally originated viruses and unauthorized system entry to safeguard
19. Attend employer sponsored training as needed/assigned.
20. Performs other related duties or projects as assigned by the 911 Director.

Minimum Qualifications:

- High School diploma/GED or equivalent.
- Associate degree or its equivalent and 2–3-year field experience. Any equivalent combination of education, experience and training may be considered.
- A+ and Network+ experience preferred.
- Technology experience in the 911 Communications Center preferred.
- Graphic Information System (GIS) knowledge and mapping software experience preferred.
- Experience troubleshooting technical problems and finding solutions.
- Experience training people in the use of program software and hardware, providing technical assistance, providing procedural guidance to staff.
- Excellent communication and interpersonal skills with co-workers, partner agency members and the public.

Required Skills and Abilities:

1. Problems Solving – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully and makes decisions based on research experience and within the scope of their responsibility; follows chain of command; develops alternative solutions; able and willing to comply with all rules, policies, regulations and procedures whether in agreement or not.
2. Technical Skills – Possess a high level of skill with computers, ability to learn programs quickly and troubleshoot own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares experiences with others; condense large amounts of information into readable, sensible typed remarks and recollection of numerous acronyms and codes essential to various situations.
3. Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; seeks to completely understand the problem and its impacts before attempting to solve. Solicits customer feedback to improve service; responds to requests for service and assistance quickly and follows up with the person who reported problems; meets commitments; ability to exercise strong public relations abilities in the face of adverse conditions. Operates from a can-do customer service attitude. Understands that Cowlitz 911 employees and their issues take priority when scheduling.
4. Communications Oral/Written – Speaks clearly and persuasively in positive or negative situations; ability to speak English clearly and possess an excellent vocabulary; possess good listening comprehension skills; responds well to questions; demonstrates group presentation skills; participates in meetings; possess the ability to consistently think clearly; act quickly; and calmly in a wide variety of situations; writes clearly and informatively; edits work for spelling and grammar; ability to understand and follow complex oral and written instructions; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information; ability to perform several tasks simultaneously.

5. Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to different views; gives/welcomes feedback; contributes to build a positive team spirit; puts success of team above own interests; able to build morale/group commitments to goals; supports everyone’s efforts to succeed.
6. Quality Management – Looks for ways to improve quality; demonstrates accuracy and thoroughness.
7. Organizational Support – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization’s goals and values.
8. Judgment – Exercise good judgment and makes sound decisions. Able to explain reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
9. Planning/Organization – Prioritizes and plans work activities; uses work time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans. Without prompting, arrives to appointments prepared with notes, action items completed and homework accomplished.
10. Professionalism/Ethics – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; keeps commitments; inspires the trust of others; works ethically and with integrity. Maintains Cowlitz 911’s high standards for professionalism even in the absence of reciprocal behavior.
11. Quantity/Quality – Meets productivity standards; completes work in a timely manner; strives to increase productivity; works efficiently and looks for ways to improve and promote quality. Demonstrates accuracy and thoroughness. Applies feedback to improve performance; Monitors own work to ensure quality.
12. Safety and Security – Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
13. Adaptability – Adapts to work environment changes; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
14. Attendance/Punctuality – Regular and consistent attendance is a condition of employment; ensures work responsibilities are covered when absent; able and willing to attend mandatory training and meetings after normal work hours; maintains predictable attendance; arrives at meetings and appointments on time. Willingness to adjust work hours to accommodate meetings and trainings as needed.

Equipment or Tools:

1. Operate a personal computer effectively, and other electronic and communications equipment common to the trade.
2. Operate standard office equipment such as fax, copy machine, printer and multi-line phones, experience with PC operating systems, servers, switches, and cloud-based storage.

Job Scope:

Level of Supervision Received:

Minimum supervision expected after training, and more supervision for special projects. Provide regular status reports.

Contact/Communication with others:

Extensive oral communications with the staff and the public in person and over the phone. Extensive typed communications will occur with individuals within the center, other client/servicing agencies. Frequent contacts with other local, state and federal agencies, law enforcement, fire/EMS, and the general public. Contacts are written, verbal, or electronic.

Decision Making Capacities:

Requires fast-paced decision-making following policies and procedures and good common sense. Guidance or clearance should be requested for unusual situations, out-of-scope, and special tasks.

Working Conditions:

1. 911 operates 24/7/365, as such the candidate must be willing and able to work regularly 5 days and 40 hours per week, however on occasion hours may exceed 8 hrs. /day, or 40 hrs./week. The IS Technician will be

subject to after hours on call in the event of major incidents, etc. Will be provided a work cellular phone or other device as relevant to the needs of the position/organization.

2. At times this position could experience moderate to high stress level.
3. Physical work required for this position includes the lifting and carrying of equipment up to 50 lbs.
4. May require travel for training purposes and commute to other departments or government agencies.
5. Observe, abide by, and set example, of all policies, goals, and objectives.
6. Able to tolerate extended exposure to computers. Able to sit at a workstation for long periods of time.
7. Must be able to work in secured facility, with restricted access and without windows.
8. Cowlitz 911 Public Authority is a drug free workplace.

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing				X	
Walking					X
Climbing		X			
Sitting					X
Stooping / Kneeling			X		
Lift/Carry up to 15 lbs.			X		
Lift/Carry up to 30 lbs.			X		
Lift/Carry up to 50 lbs.			X		
Push/Pull up to 25 lbs. of exertion			X		
Push/Pull up to 50 lbs. of exertion		X			
Work below waist level			X		
Work at waist to shoulder level					X
Work above shoulder level			X		
Reach further than arm's length					X
Typing					X
Grasping / Holding			X		
Talking					X
Hearing					X
Seeing					X
Work in confined spaces		X			
Exposed to extreme temperatures	X				
Operate tools or machinery (incl. office equip.)					X
Operate motorized vehicles/equipment			X		
Work at heights balancing	X				
Use/exposed to hazardous substances	X				

May 13, 2026

Last Revision
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Executive Director
Date

Incumb