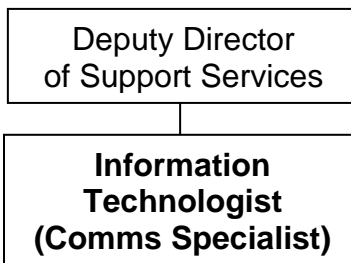


911 COMMUNICATIONS JOB DESCRIPTION

POSITION TITLE: Information Technologist (Communications Specialist)

POSITION SUMMARY: To ensure support to users for computers, networks, radios, telephony equipment, and/or software/applications. Support can be provided in person, over the phone or online. Duties will include troubleshooting to detect and solve technical problems, installing or updating required hardware and software, and recommending products or equipment to improve organizational productivity.

REPORTING RELATIONSHIP:



ESSENTIAL FUNCTIONS:

- Provide support for desktop computers including operating systems, hardware/peripherals, applications management/troubleshooting, etc.
- Respond to requests. Researches and resolves more complex issues requiring detailed systems and applications knowledge.
- Ensure issues are resolved timely and accurately.
- Install and/or update performance upgrades to required hardware and/or software and recommending products or equipment to improve organizational productivity.
- Provide support for end users connecting to the virtual private network
- Manage users and computers in Active Directory and Office 365
- Manage and troubleshoot basic networking configurations
- Provide basic support and troubleshooting in a virtual environment
- Manage configurations and troubleshoot phone systems (VoIP, SIP, PBX, PSTN, etc.)
- Manage mass notification systems
- Provide support for radio systems, radios, VHF paging, and related equipment/systems
- Work directly with other IT team members to disperse new technology and other enterprise projects.
- Miscellaneous duties as assigned

PHYSICAL REQUIREMENTS OF THE POSITION:

- Regularly works in an indoor/office environment and required to sit and/or use repetitive hand motion.
- Frequently required to talk, hear, stand and walk.
- Must occasionally lift and/or move up to 25 pounds.
- Must be able to work in excess of 8 continuous hours when required.
- Position may be required to work weekends, holidays, and evenings.
- Must be able to work under stressful situations, have good cognitive skills, maintain work accuracy, and the ability to concentrate on more than one task at a time.

RESPONSIBILITIES FOR RESULTS:

Supports the Deputy Director of Support Services and Administrative team in assuring that LCEC is successful in meeting its goals, objectives and assignments without fail or error.

EDUCATION/EXPERIENCE REQUIREMENTS:

- Bachelor's degree in computer information technology (or related field) or 3 to 5 years of experience working in information technology
- Experience in Microsoft Environment including:
 - Microsoft Active Directory
 - Microsoft Windows 10 (Managing, Deploying, Troubleshooting)
 - Microsoft Office (Excel, Word, Power Point, Outlook)
- Basic Understanding of Office 365 and Exchange Online
- Basic understanding of networking/security technologies (Ethernet, routers, switches, firewalls, VPN, etc.)
- Basic Understanding of virtual technology and environment Basic Understanding of phone systems is preferred (VoIP, PBX, SIP, PSTN, etc.)
- Basic Understanding of radio systems is preferred (VHF/UHF, 700/800 MHz, TDMA/FDMA)
- Previous experience in a public safety environment is preferred

KNOWLEDGE/SKILL:

- Strong documentation skills
- Strong problem-solving skills with the ability to conduct research into a wide range of technical issues as required
- Displays excellent organizational and time management skills with the ability to effectively prioritize and execute tasks in a high-paced environment
- Strong customer service orientation and commitment
- Self-motivated individual with ability to work independently or in a team
- Ability to understand and follow complex oral and written instructions and present ideas orally and in writing
- Ability to maintain confidentiality

CONDITIONS OF EMPLOYMENT:

- Must pass a pre-employment criminal background check.
- Available to work evenings, weekends, and holidays on an as needed basis.
- Able to obtain the following:
 - CJIS Certification
 - Motorola APX/CPS programming certification