Santa Cruz Regional 9-1-1

PUBLIC SAFETY COMMUNICATIONS SYSTEMS SENIOR TECHNICIAN

Class Purpose:

Under general direction, the Communications Systems Senior Technician performs complex technical duties while administering, monitoring, supporting, troubleshooting, repairing, and maintaining specific programs and/or systems within the Systems Division. The Systems Division is responsible for all information management systems and equipment, which includes a multi-functional, multi-jurisdictional computer-aided-dispatch system (CAD) and 9-1-1 system, a consolidated law enforcement records management (RMS) and mobile computer (MDC) system, and other telecommunications console and network equipment. This is the lead worker class in the Public Safety Systems Technician series.

Distinguishing Characteristics:

As a lead worker, Senior Systems Technicians exercise greater latitude of judgment in providing support for and troubleshooting, repairing, and maintaining various programs and/or systems as assigned. Systems may consist of hardware and/or software at the workstation and server levels. This position reports to the Systems Manager who is responsible for supervising and administering programs, systems, and equipment throughout the organization. This position is distinguished from the next lower class of Public Safety Systems Technician in that the latter is the entry level class in the Public Safety Systems Technician series.

Typical Tasks:

Assist the Systems Manager in the day-to-day duties of monitoring, troubleshooting, repairing, and maintaining information management systems and equipment.

In the absence of the Systems Manager, assumes responsibility for monitoring, troubleshooting, repairing, and maintaining information management systems and equipment.

Assist in researching, analyzing, and evaluating system performance in order to identify opportunities for improvement.

Facilitate communication with various system users in a variety of formats including, but not limited to, meetings, newsletters, e-mail, written correspondence, and website postings.

Assist in developing specifications for use in purchasing systems and equipment.

Responsible for on-going maintenance and programming of specific programs and/or systems as assigned, which may include (but are not limited to) Law Enforcement Records Management files and equipment, mobile computer files and equipment, Computer Aided Dispatch system (CAD) files and equipment, E9-1-1 equipment, Local Area Networking, wireless networking, and/or remote User equipment.

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Typical Tasks (continued):

Responsible for the maintenance of information files within assigned system(s) in order to ensure that automated systems are up-to-date and current, and that management information reports are readily available.

Assist in providing specialized training courses and education for new and existing dispatch and User Agency personnel; may teach classes or individuals as appropriate or assigned. Assist in the setup of computer labs and training centers.

Confer with users of a system regarding operating problems. Perform routine troubleshooting and identify possible solutions and/or alternate courses of action. Respond to system users by phone, e-mail, and on-site visits.

Perform installation and upgrades of software, install and support local area network hardware and software.

Keep informed regarding developments in microcomputer, minicomputer, and mobile data computer technology and related issues.

Maintain inventory of computer equipment for assigned system(s).

Prepare documentation and maintain records for assigned projects.

Qualifications:

Knowledge of:

- Contemporary PC-based operating systems; relational data base management systems; local and wide area networks; programming techniques and documentation; debugging techniques; data storage methods and techniques; data communications methods, devices, and data security techniques

- Principles and practices of network operating systems, including but not limited to Windows NT, 2000, XP and Windows Server 2000, 2003

- Principles, procedures, practices, techniques, and nomenclature associated with mobile data computer, microcomputer, and data-communication systems and operations

- Capabilities and limitations of related hardware including PC's, monitors, printers, disk storage, and communication devices

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- Capabilities and limitations of mobile data computers, microcomputer software, including operating systems

- Microsoft Windows workstation and server operating systems: XP/7/8 and Server 2003/2008

- Geofile maintenance

Skill and Ability to:

- Interpret and apply rules, regulations, policies and procedures to system and equipment needs, specifications, guidelines and enhancements.

- Identify and implement innovative and practical approaches to respond to the public safety communications information and system management needs of the Center and its User Agencies.

- Work closely with numerous and diverse organizations and personnel to accomplish system related tasks and projects.

- Instruct personnel on the proper use and operation of various systems and equipment necessary for their use.

- Install, configure, maintain, and repair computers, peripheral equipment, and microcomputer application and utility software, including Windows XP/7/8 operating systems and familiarity with command-line functions (such as MS-DOS, Cisco, Adtran).

- Effectively deal with equipment malfunctions, deadlines, and fluctuating workloads.

- Troubleshoot hardware and software problems and determine effective solutions.

- Work safely, particularly around electronic equipment.

- Develop and maintain appropriate documentation.

- Work with and maintain the confidentiality of sensitive information.

- Communicate effectively in both oral and written modes.

Training and Experience:

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Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be the equivalent of graduation from high school supplemented by college level course work in computer systems or data communications **plus three (3) years of experience relating to computer system administration and maintenance.** Specific experience in public safety dispatching and/or technical system experience within a police, fire, emergency medical, or consolidated emergency communications center is highly desirable.

Minimum Employment Standards:

The minimum employment standards for all classifications are established by Policy No. 1021 and detailed within the *Critical/Essential Job Functions* for the position.

Licenses/Certificates:

Possession of a valid driver's license authorizing the operation of a motor vehicle within the State of California is required (within 30 days of employment).

Business Office/Systems Senior Tech Specs   APPROVED: March 23, 2006