

SNOPAC 911 EMERGENCY COMMUNICATIONS
CLASS TITLE: SYSTEMS SUPPORT SPECIALIST
EFFECTIVE DATE: 02-14-08
REVISED: 09-29-08

GENERAL NATURE & SCOPE OF WORK

Under the direct supervision of the Senior Systems Engineer, the Systems Support Specialist supports computer systems and networks, and assists users with critical functions in a 24x7 public safety operation.

Responsible for the day-to-day operation of SNOPAC help desk, network equipment, PC and server maintenance including update and patching, routine maintenance, maintain master inventory database, and perform system, server, and PC backups. This is a technical position that requires a high degree of responsibility and attention to detail, requires independent thinking and action skills, and must operate with minimal supervision. This position may respond to after-hours (weekends, nights, holidays) support calls on an emergency basis.

This is an FLSA exempt position.

ILLUSTRATIVE EXAMPLES OF WORK/ESSENTIAL FUNCTIONS

Operate the help desk to assist end-users (both internal and participating agency users) with application, PC, printer, network, security (passwords & accounts) and other user-related problems. Respond to user complaints and concerns regarding system availability, functionality and operation. Support SNOPAC personnel in the use of specialized and office productivity software applications.

Installs, configures, troubleshoots, maintains, repairs, and upgrades computers, printers, print servers, modems, hubs, routers, switches and other peripheral devices, including hardware and software. Schedules and coordinates regular and emergency software maintenance to maximize system availability.

Performs troubleshooting on all network (LAN and WAN) problems and coordinates/performs repairs for the SNOPAC administration LAN and Computer Aided Dispatch (CAD)/Records Management System (RMS) LAN.

Perform all system backups including recurring maintenance of devices used to perform such backups under multiple operating systems and on various hardware platforms. Responsible for analysis, recommendation and implementation to insure smooth recovery in the event of failures or disasters.

Assist in planning and evaluating changes and additions to the network and networked devices, and the configuration of desktop computers and Windows servers.

Assist in the repair, maintenance, installation, and configuration of networking components such as wiring, hubs, and print servers, excluding backbone equipment.

Effectively respond or coordinate effective emergency response 24 hours per day to complaints, concerns, and/or questions from system users regarding system availability, functionality and operation.

Coordinate and monitor vendor supplied repairs and upgrades. Research and coordinate purchase and delivery of new equipment and software.

Maintains the master inventory of SNOPAC owned computer and technical equipment.

ILLUSTRATIVE EXAMPLES OF WORK/ESSENTIAL FUNCTIONS (CONTINUED)

Develops and documents procedures that fall within the responsibilities of this position.

Perform other related duties as required.

Ability to maintain regular and predictable attendance is an essential function for this position.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge of:

- Current Microsoft Windows desktop and server software as it relates to the planning, installation, implementation, support and maintenance for both an organization and enterprise deployment.
- Proficient in the operation, maintenance, configuring and troubleshooting of computers, modems, printers and print servers.
- Proficient in the operation, maintenance, configuring and troubleshooting of basic network equipment including hubs, routers, switches and wiring.
- Security requirements for public safety data.

Skill Level:

- Excellent interpersonal skills for establishing and maintaining effective working relationships with employees, agency customers, vendors and the public.
- Superior customer service skills required including a positive customer service orientation, with both internal and external contacts.
- Excellent written and verbal communications skills.
- Advanced skills in the utilization of personal computer tools, such as word processing, spreadsheets and presentation software.
- Excellent troubleshooting and analysis skills.
- Proven skill in working successfully within different hardware and software environments.

Ability to:

- Understand and follow oral and written directions.
- Work in a team oriented environment.
- Understand and identify critical components and services, and be able to prioritize tasks to support those needs.
- Work around and with, confidential information, and exercise proper discretion in its dissemination in accordance with SNOPAC policy, and with State and Federal law.
- To research a problem and apply professional level analytical thinking to resolve issues.
- Communicate with staff and clients in a timely and professional manner.
- Assess and take action on requests and needs of user agencies.
- Study and review technical literature, manuals and other related documentation.
- Assimilate new products, procedures, innovations, and enhancements, and integrate them into the systems.
- Work within scheduling constraints.
- Respond to after-hours emergency support calls.

EDUCATION & EXPERIENCE

A combination of education and related experience sufficient to provide the requisite knowledge, skills and abilities may substitute for education requirements.

- Two-year degree or certificate in Computer Science, Programming or related technical field **and**
- Three (3) years full-time experience in maintenance, repair, and support of computer, server, and/or networking and security in a networked environment.

PHYSICAL DEMANDS/WORKING CONDITIONS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office environment under pressure and requires the ability to quickly adjust to changing priorities and demands.
- While performing the duties of this job, the employee is frequently required to sit and use a keyboard.
- Position requires entry into confined spaces requiring bending, squatting, twisting, and turning.
- Position requires ability to lift up to 40 pounds.
- Travel by various modes of private and commercial transportation within the region may be required.
- Occasional fieldwork may be required.
- Attendance and participation at day and evening meetings may be required.

The statements contained in this class specification reflect general details as necessary to describe the principle functions of this class, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.