

Jefferson County 911 Communications – GIS/IT Technician

Job Title: Jeffcom911 GIS/IT Technician

Department: Information Systems (GIS/IT)

Reports to: Jefferson County 911 Communications Director

FLSA Exempt: No

HIPAA:

Union: Teamsters

BBP: No

Salary Level: \$49,192 - \$73,340 per year

Location: Jefferson County 911 Communications Center

Approved by: Karl Hatton, Executive Director

Approved date: 05/22/2020

Drafted by: rstout 05/20/2020

GIS/IT Technician Summary:

This position performs a dual role of a GIS Technician and IT Technician. He or she will report to and obtain direction from the Director of Jeffcom 911 and/or the GIS/IT Network Administrator.

Responsible areas include Jeffcom 911 computer information systems, 911 phone system, and graphical information systems. To a lesser degree, provide support for Jeffcom 911 radio systems and all radio technology contractors as directed.

GIS Technician role:

The person assigned to this position will assume responsibility for a variety of tasks related to Jeffcom 911 geographical information systems as they apply to NG911 dispatch operations and Washington State mandated GIS data provisioning requirements. This position is responsible for the monitoring and maintenance of MSAG and ALI data residing on the PSAP ALI DBMS databases currently hosted by Comtech Communications Corporation for Washington State.

IT Technician role:

The person assigned to this position will assume responsibility for a variety of tasks related to Jeffcom 911 information technology systems. This includes computer WAN/LAN networks, 911 phones, VoIP and RoIP networks, VHF/UHF and microwave radio technologies. The person will provide support for Tyler Technologies/New World Systems CAD, Corrections, Fire, Law, Mobile and NCIC applications, Microsoft client operating systems and applications software such as Windows 7, Windows 10 and the Office Applications Suite.

ESSENTIAL JOB FUNCTIONS:

(Essential job functions are those functions that the individual holding the position must be able to perform unaided or with little assistance.)

The following duties are not inclusive of all duties and the incumbent performs other related duties as required.

1. Respond to Jeffcom technology client service requests. Execute appropriate service request solutions in an efficient and professional manner. Document all service requests and solution activities in the Jeffcom Issue Tracking system.
2. When necessary, escalate the service response through IT staff, contractor support, or Jeffcom management to achieve an appropriate solution.
3. Routinely review the Jeffcom Issue Tracker service call inventory and resolve outstanding service calls.
4. Install and maintain hardware and software systems for network appliance, VoIP appliance, RoIP appliance, computer workstations, printer and fax. Obtain technical assistance as required in a timely manner.
Specific software systems include but are not limited to Microsoft Windows 7, Microsoft Windows 10, Microsoft Office Suite and proprietary public safety software applications.
5. Monitor and maintain MSAG and ALI data in the PSAP ALI DBMS database(s) currently hosted by Comtech Communications Corporation for Washington State.
6. Receive, quality check, and record Jefferson County site address data submitted by addressing authorities operating within the Jeffcom 911 jurisdiction. Maintain site address data as part of the official Jeffcom 911 GIS dataset per county ordinance.
7. Maintain and publish on-premises CAD GIS data using ESRI/ArcGIS and proprietary software tools.
This includes but is not exclusive to road centerline, address point, and agency response GIS layers.
8. Prepare and submit the required Washington State NG911 GIS data layers to the GeoComm Data Hub on a periodic schedule and when requested.
9. Complete and appropriately document all tasks and projects as assigned by the department supervisor or center director.
10. Provide a weekly project status summary to the department supervisor.

NON-ESSENTIAL JOB FUNCTIONS: None.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

Work patterns may not follow established routines and the employee is subject to a flexible on-call, call out, and call back schedule for 24/7 emergencies.

Some travel to off-site work locations and to attend conferences, seminars and other job related activities is expected.

Duties require the ability to kneel, bend, stoop, crouch, reach, push, pull, and twist and occasional lifting of up to 40 pounds; as well as to stand, maintain balance, and occasionally climb stairs, ladders and inclines. Tasks also require a normal sense of touch finger dexterity, gripping with fingers and hands; normal range of hearing for voice conversations, and corrected vision with accurate color perception.

Education, experience and specific skills:

- High school diploma - **required.**
- Related Associates Degree or two year Technical Degree. - **required.**
Related Bachelor's Degree or better. - preferred.
- A+ and Network+ certification or equivalent. - preferred.
- A minimum of two years of work experience in electronics technology (as electronic technician) or information technology (as network technician). – **required.**
- A minimum one year work experience in graphical information system technology (as GIS technician or other). – **required.**
- A working knowledge of ESRI ArcMap 9.x (or later) or ArcGIS Pro. - **required.**
- A working knowledge of a hand held mobile mapping device (ex. Pocket PC Mobile Mapper 6 or Trimble Mobile Mapper) or a GPS logging unit. The applicant must have a basic understanding of geographical coordinate systems. - **required.**
- Some experience in radio communications technology such as a commercial radio technician or amateur radio (HAM) operator.
Amateur Radio or commercial radio technician license. - preferred.
- A demonstrated skill of and the ability to apply the appropriate basic IT/Electronics technician tools and solutions. - **required.**
Specifically:
 - DMM (Digital Multi-Meter/Volt-Amp-Ohm).
 - Circuit toner and locator.
 - RJ-45/RJ-11 cable trace and tester.
 - RJ-45/RJ-11 insertion and crimp tools.
 - Soldering station, solder application and removal.
 - Basic hand and power tools.
- Demonstrated effective communication and written ability - **required.**
Those abilities as applied to technical subjects and detailed topics - preferred.

Other requirements:

Possession of a valid Washington State driver's license or the ability to obtain a valid Washington State driver's license within thirty (30) days of appointment. Show a good driving record.

Successful applicants must pass background investigation, psychological exam and pre-employment drug screen prior to hire.