

Lewiston-Auburn 9-1-1 Emergency Communications System

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Department: Administration

Job Title: Information Technology (IT) Support Specialist

Pay Grade:

Job Relationship:

- A. Responsible to: IT Director, Lewiston-Auburn 9-1-1 Emergency Communications Center
- B. Supervises: No supervisor responsibilities.
- C. Manner of Review and Approval of Work: Through direct observation of activities.

Employee Definition: Full-Time Non-Union Non-exempt

Hours: 37.5

Job Summary:

Under the direct supervision of the IT Director, the IT Support Specialist (ITSS) provides technical assistance to computer system users, answers questions, assists in technical training, and resolves software and hardware problems in person, via telephone and/or through remote access.

The ITSS performs his or her duties with a great degree of independence and under minimal supervision, using tact and judgment when answering inquiries and determining the correct course of action. He/she must be available to work a flexible schedule and recognize the support needs of an agency that provides emergency public safety assistance 24 hours a day, seven days a week.

Representative Duties and Responsibilities:

The below list is not intended to be a fully inclusive list of the ITSS's job-related duties and responsibilities.

1. Maintain an accurate summary of the health of the equipment and the network, including hardware and software. The equipment may include but is not limited to: computers and their peripheral devices, the system network and associated devices, dispatch- and communications-related equipment, the camera system and its associated network, and various off-site properties and equipment.
2. Maintenance and use of the public safety software system, including training, administration, installation, problem-solving, and interfacing with users from this and other agencies on IMC issues. Responds to user inquiries regarding computer software and hardware issues.
3. Assist with or conduct training sessions, including the development of software, hardware,

and other Information Technology-related materials.

4. Setup, install, and perform repairs to hardware and software following design and installation specifications, including cabling and mobile data systems.
5. Schedules, performs, and documents updates, maintenance scans, and hardware cleaning on all systems on a regular basis.
6. Maintain the local and wide area public safety network at off-site locations and on mobile data computer systems.
7. Maintain a record of daily communications transactions, installations, problems, and actions taken.
8. Coordinates with support staff from IMC on problem resolutions.
9. Work with various vendors on all aspects of their software, hardware, and maintenance agreements. Refer major problems to the vendors for service when required.
10. Maintains proficiency in current IT principles, practices, regulations, and literature.
11. Confers with users, vendors, supervisors, and conduct computer diagnostics to investigate and resolve IT conflicts.
12. Assist in the development of Standard Operating Procedures for hardware, software, and operational procedures.
13. Maintains awareness of and compliance with all local, state and federal security requirements and report any concerns or violations to the Local Agency Security Officer.
14. Generate reports for fire, police, and dispatch as requested using reporting software.
15. Performs other duties as assigned by the Director or IT Director.

Working Conditions and Job Hazards:

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. While performing the duties of this job, the employee is frequently required to sit or stand and talk or hear. The employee is frequently required to walk. The employee is frequently required to use hands to handle or feel objects, keyboards or controls, and to reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds and run electronic cabling. Specific vision abilities required by this job include close vision and the ability to adjust focus. The noise level is usually moderate.

The employee will be expected to work days, nights and weekends as necessary. Must be available to work flexible hours and be on call. Some travel can be anticipated, with the cost borne by the Center.

Skills, Knowledge, and Abilities (SKAs)

These are required to successfully perform the work assigned.

1. Willingness to learn new procedures and technical aspects of equipment that often falls outside the normal IT field.
2. Knowledge of detailed operation of computers, servers, peripheral equipment, and components as it pertains to software applications and a networked system.

3. Proven Knowledge of performance measures and capacity planning techniques for servers and networking computers and related equipment.
4. Knowledge of computerized file organization access techniques.
5. Working Knowledge of state-of-the-art computer hardware and software technology.
6. Generate, install and maintain computer operating and network systems.
7. Research and evaluate the suitability of computer software and hardware products for a given use and develop appropriate technical standards.
8. Adapt, enhance and/or modify computer operating and networking system components.
9. Diagnose and correct software and system failures and malfunctions.
10. Establish and maintain effective internal and external working relationships through verbal and written communications.
11. Must be able to prioritize and multitask.
12. Ability to work in a high stress situation while maintaining composure and professionalism.

Specifications/Qualifications:

Entry-level knowledge, skills, and or abilities may be acquired through, BUT NOT LIMITED TO the following coursework/training and/or experience)

1. Associate degree in computer science or equivalent combination of training and experience which provides the required knowledge, skills, and abilities.
2. Knowledge and use of Microsoft Office Products including Microsoft Windows Operating Systems and Windows Server editions.
3. Additional knowledge and use of IMC, Microsoft Access, VMware, Verizon Mobile Connectivity, RSA SecurID, Mitel VOIP phones, and Motorola radio systems extremely helpful.
4. Knowledge of geography, mapping, addressing, etc.
5. Working knowledge of TCP/IP, DNS, and DHCP
6. Must successfully complete full background investigation, including personal and past employer interviews, and FBI, NCIC and DMV criminal background check, to the satisfaction of the employer.

The duties above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.