

Metro Communications Agency Job Description

Salary Grade	EEO Function/Category
\$48,582.14 - \$65,309.78	04/02

Job Classification	FLSA Status
Technology Coordinator	Exempt

Title of Immediate Supervisor
Business Manager

Job Summary

Responsible for the effective utilization and management of all technological systems used in the operations of Metro Communications Agency, including coordination with representatives of other local users of shared systems. Supervise and direct the operations of the Radio Shop and its electronics maintenance staff. Maintain knowledge of advancements in E911 operations and related technologies, investigate and make recommendations regarding technological planning for the agency

Task No.	Description
1.	Perform the technical support for the computer aided dispatch (CAD) system and other related public safety communication center systems.
2.	Install and test approved specified software packages such as operating systems, application software packages, and performs periodic upgrades.
3.	Diagnose system hardware, software, and operator problems and recommend or perform remedial actions to correct problems based on knowledge of system operation.
4.	Provide technical support to the user community including creating new user profiles, authorizing users to needed equipment and data on the network, providing shared access to shared applications and resources. Troubleshoot and resolve hardware, software, and cabling problems ranging from simple to complex issues.
5.	Maintain inventory of parts, supplies, and equipment needed for installs, repairs and other duties.
6.	Compile data for use in reports, analysis and programming.
7.	Set up the mobile command post dispatching equipment as needed.

Task No.	Description
8.	Perform other such duties and functions as are necessary or incidental to the proper performance of this position.

Minimum Qualifications

Graduation from a college or university with a degree in computer sciences, criminal justice, or related fields and a minimum of two years' experience in communications or public safety or any such combination of education, experience, and training as may be acceptable to the hiring authority.

Must possess a valid driver's license.

Ability to lift up to 50 pounds.

Preemployment Screenings

Preemployment screenings may include, but are not limited to, the following: drug screen, references, physical examination, credit check, and full criminal background.

Knowledge, Skills, and Abilities

General knowledge of law enforcement and criminal justice organizations.

Working knowledge of the installation, functions, configuration and capabilities of CAD, personal computer and network operating systems.

Knowledge of and ability to troubleshoot public safety communication systems, computer operating systems, network operating systems, communications protocols, communications application software, network management software, and end user applications.

Ability to set up and configure multimedia hardware including presentation equipment, video, and digital cameras.

Thorough knowledge of Microsoft Office, Windows environment, and other Agency approved software products.

Ability to perform tasks involving hand and wrist repetitive motion for extended periods.

Ability to perform multiple tasks with limited supervision.

Ability to communicate effectively, both orally and in writing.

Ability to work evenings, nights, or weekends in response to system problems or security issues.

Must have good organization, interpersonal, diplomacy, and listening skills.

Knowledge, Skills, and Abilities

Ability to work with a variety of computer users at various skill levels.

Ability to maintain confidentiality and integrity of the Metro Communications Agency.

Knowledge of research techniques, methods, and procedures.