

RIVERCOM 911

JOB DESCRIPTION



Job Title:	INFORMATION SYSTEMS TECHNICIAN (IST)
Division:	Administration
Reports To:	Information Technology Manager
Bargaining Unit:	None
Status:	Fulltime, Exempt
Date:	May 2011

JOB SUMMARY:

RiverCom is a Public Safety Answering Point (PSAP) that operates twenty-four (24) hours a day, seven (7) days a week processing emergency 911 and non-emergency calls-for-service and dispatching thirty-two (32) law, fire, and emergency medical public safety agencies within Chelan and Douglas counties.

The Information Systems Technician (IST) reports to the Information Technology Manager and is responsible for performing a wide-range of various technical duties in support of RiverCom's automated, electronic, and telephone systems, and as applied to radio sites. These systems include, but are not limited to, Microsoft Windows operating systems, Microsoft Exchange, network computers and printers, SonicWall, and Cisco routers to include router configuration, VPN's, tunneling, and IPSEC. Work is also performed on IBM AIX and Nortel telephone equipment.

The Information Systems Technician provides excellent customer service and productively interacts with management, co-workers, public safety personnel, the public, and other associates while at work and when representing RiverCom. The Information Systems Technician maintains a polite and positive attitude at all times while demonstrating a high-degree of professionalism, personal character, and ethical standards. The Information Systems Technician is responsible for maintaining and processing sensitive information in a discreet manner while adhering to strict levels of confidentiality.

The position requires the ability to work independently with minimum supervision, along with the ability to be flexible and to adapt to changing priorities. The Information Systems Technician provides direction and information to vendors, consultants, and independent contractors as projects require. In addition to a regular work schedule, the Information Systems Technician must have the ability to answer call-outs and respond to work on short notice in order to provide emergency technical support.

EXAMPLES OF ESSENTIAL JOB DUTIES AND FUNCTIONS:

Essential duties and functions include, but are not limited to, the following:

- Maintain regular predictable attendance, specifically with regard to work schedule and overtime assignments, and as delineated in RiverCom attendance and leave policies
- Work a regular assigned 40-hour per week schedule
- Work additional and variable hours on days, nights, weekends, holidays, festival dates, etc. as needed, ability to work overtime with short notice, ability to respond to emergency call-backs
- Must be able to respond to requests to work via personal home phone, agency-provided wireless phone, and internet paging system twenty-four (24) hours per day seven (7) days a week
- Subject to be mandatorily required to report to or return to work in emergency situations
- Adhere to high-level confidentiality standards while maintaining the security of equipment, programs, data, and information
- Troubleshoot and diagnose malfunctioning complex computer system networks and configurations
- Learn, manipulate, and trouble-shoot evolving operating systems associated with multiple public safety agencies and functions including computer-aided dispatch (CAD), records management, mobile communications, imaging, jail operations, and telephone systems
- Perform a variety of functions related to systems hardware including diagnosing hardware malfunctions, repair and replace memory harddrives, video cards and network adaptors, clean printers, pull cable, locate and relocate PC's, printers, and other hardware
- Maintain records for software, hardware, hardware maintenance, equipment licensing, and inventory
- Perform other duties as assigned

TYPICAL WORK ENVIRONMENT:

Approxiamtely eighty-percent (80%) of work is performed in a secure office environment under artificial lighting, and sometimes reduced lighting. Approximately twenty-percent (20%) of work is performed in alternate locations such as at outdoor radio site locations, particularly during weather events, in crawl spaces, inside cluttered or confined rooms, and at heights. Other conditions apply as follows:

- Employees are required to follow code of conduct and dress code policies
- RiverCom is a non-smoking workplace; the use of tobacco products of any type is strictly prohibited in the facility and at work sites
- Weapons are strictly prohibited in the facility, on the premises, and at work sites

- There is no expectation of privacy, the Freedom of Information Act applies to all transactions performed by RiverCom employees, all automated and some verbal transactions are recorded, archived, and available to the public by request

PHYSICAL REQUIREMENTS:

As a condition of employment, the Information Systems Technician must be able to regularly and consistently meet the following physical abilities in work environments to be considered “fit for duty”:

- Adequate hearing, visual acuity, manual dexterity, and mental disposition to fully and satisfactorily perform essential job duties and duties as assigned
- Ability to walk, stand, bend, stoop, crawl in confined spaces, sit for extended periods of time, and climb tall ladders
- Ability to lift and carry sixty (60) pounds unassisted
- Ability to see clearly with 20/20 uncorrected or corrected vision, must not be colorblind
- Must remain alert and responsive while observing color-prioritized computer display screens, under low lighting conditions for uninterrupted periods of time
- There are no light-duty assignments available in this classification

REQUIRED SKILLS AND CHARACTERISTICS:

- Reacts quickly and purposefully to emergency and unanticipated circumstances
- Effectively works in a high-stress environment, under pressure and time constraints, and while maintaining a positive attitude and calm demeanor
- Creates and maintains a positive working environment, treats others in a respectful and courteous manner, maintains a patient and approachable manner, consistently expresses positive interpersonal skills
- Demonstrates excellent communication skills and ability to effectively and efficiently communicate with others, ability to negotiate, ability to teach and train others
- Ability to read, comprehend, and carry-out complex written and verbal instructions, is able to clearly and concisely exchange complex system information
- Excellent time management skills, the ability to manage own workloads with convergent and conflicting deadlines, ability to prioritize assignments and adapt to changing priorities
- Excellent keyboard skills and ability to proficiently operate a variety of office and computer equipment
- Demonstrates ability to think innovatively, make decisions, and solve problems
- Understands and follows schematic diagrams
- Ability to locate, diagnose, and correct system malfunctions and perform manual operations related to the repair of complex electronic and mechanical systems

- Knowledge of general business practices
- Knowledge of phone systems, fiber optics and telephone cable installations, and IBM AIX and Nortel phone equipment
- Knowledge of Microsoft Windows operating systems, Microsoft Exchange, and PC repair
- Knowledge of SonicWall, Cisco router configuration including VPN's, tunneling, and IPSEC
- Knowledge of CCTV, CATV, battery maintenance, AC and DC power distribution systems, alarm systems, and telemetric systems
- Knowledge of IP networks

REQUIRED QUALIFICATIONS:

- Ability to communicate fluently in English, both verbally and in writing
- High School Diploma or G.E.D.
- United States citizenship or Permanent Resident Card
- Valid Washington State Driver's License
- Minimum of three (3) years of verifiable job experience in the field of information technology
- Must be substance free with no illegal or addictive drug use for at least three (3) years prior to the date of application
- Must successfully complete and pass pre-employment testing including polygraph test, law enforcement background check, psychological evaluation, health and drug screening, and credit check

CONTINUED LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS:

Continued employment is conditional on the employee's ability to satisfactorily complete any required training, attain and maintain certain certifications, and meet other continuing criteria of employment:

- Maintain a valid Washington State Driver's License and the minimum amount of automobile insurance required by Washington State law
- Maintain a valid Washington State Patrol ACCESS certification and fingerprint card
- Maintain regular predictable attendance, and to work on-call as needed
- Attend on-going training as needed or required, often requiring extended travel

The statements contained herein reflect general details describing the primary functions of this job, the level of knowledge and skills typically required, and the scope of responsibility required to fulfill the basic functions of the job. This job description is not an all inclusive list of work requirements. Employees may also expect to perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance work loads. This job description does not constitute a written or implied contract of employment.

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