



SHORELINE SUPPORT SPECIALIST

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| Department | Information Technology |
| FLSA Status | Exempt |
| Reports To | Information Technology Director |
| Supervises | N/A |

DISTINGUISHING CHARACTERISTICS:

The person holding this position is a member of a team and performs a variety of technology support functions to facilitate uninterrupted operation of the emergency communications center. To be successful, requires initiative, the ability to work without continuous supervision, demonstrated experience serving as a member of a team. Must have excellent judgment, skilled at receiving conflicting input, experience with implementing, assessing, configuring, and correcting complex technology and developing plans and prioritizing actions to ensure the implementation, operation, maintenance, restoration and support of all technology required to facilitate NORCOM's operation. May be assigned oversight for technology projects.

POSITION CLASSIFICATION:

The primary function of an employee in this class is to provide specialized and advanced technical support, serve as technical lead on projects, and guide and assist Service Desk Technicians. This position provides NORCOM and NORCOM agency departments with technical and administrative assistance to improve and enhance computer services by providing technical hardware and software support to users. Additionally, this position provides second and third tier desktop support and administrative assistance to improve and enhance computer services by providing technical hardware and software support to desktop, laptops and other peripherals for all standard computer systems. This class may be required to provide on call support during non-business hours including nights and weekends as needed.

ESSENTIAL FUNCTIONS:

Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it. Employees are responsible for all other duties as assigned.

- Performs installations and upgrades for various systems and applications; creates and maintains computer images, templates and ticket workflow processes; maintains inventory of computers and related peripherals; interconnects SQL databases for reporting and transfer of data;
- Acts as technical lead on NORCOM and NORCOM agency computer replacement projects and other projects; cross trains Service Desk/Technical Support personnel; manages Active Directory;
- Provides backup support for the Service Desk Analyst in their job duties.
- Responds to virus outbreaks and security breaches;
- Researches and recommends hardware and software; resolves computer related tickets; and performs troubleshooting and problem resolution;
- Assists in developing, maintaining and training team members the best practices in policies and procedures;
- Develops documentation to incorporate best practices and procedures into the environment as standards;
- Participates in training, development and coordinating technical support staff;
- Maintains responsibility for administration and updating information for new computers, laptops, monitors, into asset tracking database;
- Supports, reviews and submits hardware or software recommendations;
- Develops utilities and procedures for replacing old desktop and laptop computers with new ones and migrating user settings for technology replacement projects;
- Installs and maintains computer related hardware and software;
- Submits warranty replacement requests for computers, laptops, monitors and peripherals;
- Maintains images for all desktop and laptop computer models;
- Identifies, researches, and implements enhancements for improved software and hardware stability and security;
- Identifies and researches potential exploits to prevent virus, spyware or malware threats and investigates technologies and procedures to improve protection;
- Implements preventative measures following change control procedures to protect computers and/or servers throughout the network;
- Administers monthly operating system security patch management procedures on all computers, laptop or relevant computing devices;
- Performs testing and development of new hardware/software in a lab environment;
- Participates in an on-call rotation to support critical systems during non-business hours;
- Performs all work duties and activities in accordance NORCOM policies and procedures;
- Works in a safe manner and reports unsafe activity and conditions follows NORCOM safety policy and practices and adheres to responsibilities concerning safety prevention, reporting and monitoring as outlined in NORCOM SOPs.

INTERPERSONAL CONTACTS

- Contacts are made both inside and outside the NORCOM organization.
- Internal organization contacts frequently include the Technology Manager and Operations Manager, Communications Center Supervisors and Dispatchers. Administrative Staff and Managers have less frequent contact.
- External organization contacts include NORCOM participants, other emergency communications centers, and members of government agencies, NORCOM's technology suppliers, and prospective suppliers.
- Interactions tend to focus on technical information exchange and the receiving and giving of fault information system performance and operation, suggestions, solutions, advice and information.
- ±50% of interactions are via the telephone, radio or e-mail. ±50% of interactions are face-to-face conversations.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Customer service procedures and techniques;
- Principals of project management;
- Automated application installation and deployment technologies;
- Computers, laptops and the internal design specifications of various vendors;
- NORCOM standard and mixed operating systems for desktop, laptops, tablets and smartphones;
- Concepts, principles and design of desktop computer and server hardware and software systems;
- Operation and configuration of computer systems, software and networking;
- Principles of data communications over both local and wide area networks;
- Virus protection best practices;
- Operation and configuration of computer systems, software and networking;
- Principles of data communications over both local and wide area networks;
- Principles and processes for providing customer service;
- Principles and operation of common commercial computer applications including word processing, spreadsheets, programming languages and databases;
- Principles and operation of Microsoft Windows operating systems;
- Uses, capabilities, characteristics and limitations of computer hardware and software systems;
- NORCOM IT processes, regulations, codes, ordinances, terminology and management procedures;
- Network administration principles and practices;
- Database management systems and applications;
- Methods of incident reporting;
- FCC public safety radio regulations and operation and commercial wireless service requirements, 9-1-1 telephone system and related standards and public safety initiatives.
- APCO, CJIS, NENA and NPSTC initiatives.
- NORCOM IT processes, regulations, codes, ordinances, terminology and management procedures;
- Federal OSHA and State and County regulations and NORCOM policies regarding safe work practices.

Ability to:

- Follow oral and written instructions;
- Explain complex automation systems in non-technical terms;
- Analyze, identify and initiate resolutions to client operating problems of software and hardware to the client's satisfaction;
- Troubleshoot and resolve hardware and software problems;

- Troubleshoot and distinguish between common types of LAN connectivity problems, and resolve them;
- Distinguish between major and minor system problems, and escalate as appropriate;
- Work with service desk and trouble call software to prioritize and manage support calls;
- Manage priorities with respect to support calls and scheduled installations of hardware and software to ensure their timely completion;
- Maintain high level of communication and a positive working relationship with customers with respect to scheduling hardware and software installations and support calls;
- Establish and maintain positive and effective working relationships with peers and co-workers, supervisors, and other NORCOM and NORCOM agency staff to optimize working relationships and communications;
- Maintain a professional demeanor during stressful situations;
- Compile reports from a wide variety of sources and transmit data;
- Make sound and reasonable decisions in accordance with laws, ordinances, regulations and established procedures;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Maintain current technical expertise in the rapidly changing technology of computers and utilize current techniques when implementing office automation solutions; and
- Communicate effectively both orally and in writing.

EDUCATION AND EXPERIENCE

Minimum Qualifications:

- Bachelor's degree in Computer Science, Information Technology or related field;
- Three (3) years of recent service desk experience with a wide variety of operating systems, software, hardware, applications, peripheral and problem resolution; or
- An equivalent combination of education and current experience sufficient to successfully perform the essential duties of the position.

Desirable Qualifications:

- Mid-level IT certifications including but not limited to MTA, MCSE, A+, Network+, Project+.

TRAINING, LICENSES AND CERTIFICATION

- A valid Washington Driver's License with acceptable driving record is also required.

WORK ENVIRONMENT

Work is performed in an emergency communications center. Work is typically done in office space, in electronic equipment rooms with multiple fans and noisy equipment operating, at remote radio sites, with confined spaces and with limited heating, cooling and humidification control systems – some accessible via unpaved and unimproved roads, at fire and police stations and at other locations which are convenient for NORCOM's members. The nature of emergency communications center operations requires that employees are available in all weather conditions, and at all times.

WORK SCHEDULE

NORCOM is a continuous operation. Technology team is responsible for ensuring uninterrupted operation and will be required to work whatever schedule is necessary to minimize service degradation and provide maximum functionality. Actual schedule for each member of team will be assigned and adjusted based on activities and NORCOM's operating requirements. People holding this position will be required to arrive at NORCOM in one hour or less after being notified and when providing support outside of assigned working hours. People who are assigned on-call responsibilities must be able to be reliably notified by telephone, pager or short message service and able to speak by telephone to the communications center and achieve remote connectivity to NORCOM's technology ten minutes or less after being notified.

On-call duties and duration will rotate among technology staff. Rotation schedule will be established by NORCOM management, based on NORCOM's needs and operating practices.

PHYSICAL DEMANDS

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively on the telephone and in person, and to provide training to staff on software application and hardware operation;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to diagnose problems with computer hardware or software, and to develop effective solutions;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate computer equipment and other office equipment with sufficient strength to lift and carry objects up to 50 lbs. for varying distances;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in an office setting.
- Sufficient body strength, flexibility, and balance to perform installation and maintenance functions, which require climbing and working on ladders and stairs.

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, or genetic information. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources.

NOTE: A criminal background check through law enforcement agencies, including a fingerprint search, will be conducted on all successful candidates prior to being appointed to the position.