



## JOB DESCRIPTION

**Position:** Technical Support Specialist  
**Reports To:** Technology Program Manager  
**FLSA Status:** Non-Exempt  
**Last updated:** 11/09/2022

**Core Values: Ethics, Professionalism, Encouragement, Innovation**

### **Position Summary:**

This position is responsible for ensuring the availability and reliability of mission-critical systems used by the Jefferson County Communications Center Authority (Jeffcom). Primary responsibilities include providing resolutions to help tickets and technical service requests. Technologies supported include but are not limited to the computer automated dispatch system, recording system, telephony, software, and hardware. This is a customer service-oriented position which interacts directly with communications personnel, public safety agencies, and stakeholders.

### **Supervision Received:**

Works under the general supervision of the Technology Program Manager.

### **Supervision Exercised:**

None.

### **Essential Duties, Functions and Responsibilities:**

*(The duties listed are intended only as illustrations of the various types of work that may be performed, and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)*

- Review, resolve, and document assigned Help Desk tickets in a timely manner.
- Troubleshoot technical problems, document anomalies and review error logs. Work with appropriate vendors on the resolution and prevention of issues. If resolution left unsolved, escalate issue to the next tier.
- Participate in system maintenance, upgrades and activations.
- Install, make changes and repair computer hardware and software.
- Provide solutions and advice on technical issues.
- Participate in an on-call schedule rotation providing after hours support as needed.

- Work with other technical service personnel and outside vendors to maintain CAD-connected services, including Mobile Data Terminals (MDT's).
- Perform other technology-related duties as needed or directed.
- Maintain professional and effective written and verbal communication skills at all times.
- Consistently provide excellent customer service to all citizens, emergency responders, member and user agencies, vendors, and co-workers.
- Must maintain confidentiality at all times for our citizens, emergency responders, and employees, including Protected Health Information ("PHI") as defined under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) in a sensitive, information-rich environment.
- Promote a positive, professional image of Jeffcom at all times.
- Participate in public education events as scheduled.
- Complete job-related trainings and continuing education to maintain and expand skills and knowledge as assigned and required.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Investigate and analyze information/data and draw accurate conclusions.
- Remain calm and effective during emergencies, even during heavy workloads, exercise good judgment, prioritize emergent and non-emergent situations accurately, and obtain and act on information quickly and accurately.
- Maintain regular, predictable, and punctual attendance.
- Work in excess of 40 hours in a work week, as required, including evenings, holidays, and weekends, including being on call, as-needed, and promptly handle urgent calls for service regarding system problems and outages during off-duty hours.
- Work cooperatively with vendors, emergency responders, member and user agencies, and co-workers.
- Perform any additional duties as assigned.

### **Minimum Education, Experience, License and Certification Requirements:**

- High school diploma or equivalent is required. Associate's degree or equivalent in an information technology-related field from an accredited college or university is preferred.
- Prior experience in a Public Safety operations environment preferred.
- Ability to obtain CCIC/NCIC certification within six (6) months of hire. This includes being able to pass a background check. Ability to remain drug and alcohol free; marijuana use is not allowed, even if medically prescribed.

### **Required Knowledge, Skills and Abilities:**

- Excellent working knowledge of Microsoft Windows, Windows Server, and Microsoft Office (Outlook, Word, Excel, PowerPoint).
- Basic working knowledge of computer networking and SQL databases.
- Skilled in demonstrating critical thinking and functioning under extreme stress.
- Skilled in following complex verbal and written instructions, policies and procedures.
- Skilled in communicating with others and to assimilate and understand information in a manner consistent with the essential job functions.
- Skilled in communication and interpersonal skills as applied to interaction with coworkers, Board members, the general public, etc., sufficient to exchange or convey information and to receive work direction
- Skilled in making sound decisions in a manner consistent with the "Essential Duties, Functions and Responsibilities".
- Ability to read, write, speak, and understand the English language at a level adequate to perform the duties of the position.

### **Physical Demands:**

#### **Lifting and Carrying:**

Position requires ability to frequently lift/move objects of up to 10 pounds in weight, and occasionally lift/move objects of up to 25 pounds in weight.



**Body Positions:**

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling, pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting also will be required as necessary to perform the duties of the position.

**Vision and Hearing:**

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

**Mental Requirements:****Information Retention:**

Must be able to read, remember and use policies, procedures, criminal laws and ordinances that apply to the position.

**Language Ability:**

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

**Reasoning:**

Ability to apply common sense understanding to carry out instructions furnished in written or oral form and to solve problems with good judgment and decision-making skills.

**Work Environment and General Information:**

Work in a restricted access area, typical office environment with other staff speaking on phones and radios in communications center. Occasionally may have to work in server room or other equipment areas that are kept at lower temperatures for periods of time to repair, maintain or replace equipment. Contact with other public jurisdictions and members of private industry. Contact with employees in work unit and in other departments. Work under general supervision with supervisor available to resolve unusual or complex work problems.


**ADA Compliance Statement:**

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation, unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require a reasonable accommodation in order to apply for this position, please contact the Human Resources Manager.

The job description does not constitute an employment 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.

  
Executive Director      11-10-2022  
Date

  
Human Resources      11/9/2022  
Date

## Employee Acknowledgment

I have read this job description (or had it read to me) and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department, and if so I will be required to perform such additional duties and responsibilities. If I have questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the HR Manager.

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Employee Signature

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Print Name

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Date