

**POSITION DESCRIPTION
COUNTY OF HENRY, INDIANA**

POSITION: Systems Administrator/Radio Technician
DEPARTMENT: E-911
WORK SCHEDULE: Hours as scheduled
JOB CATEGORY: POLE (Protective Occupations, Law Enforcement)

DATE WRITTEN: June 2015

STATUS: Full-time

DATE REVISED:

FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Henry County provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Systems Administrator/Radio Technician for Henry County E-911, responsible for maintaining, troubleshooting, and performing maintenance and repairs to E-911 telecommunications equipment and computer systems.

DUTIES:

Sets up and maintains Public Safety CAD/RMS server and system, including data and maintenance, installation on desktops and laptops, and issues relating to interfacing with other agencies.

Sets up and maintains Microsoft Windows servers and domains and interfaces between County departments.

Sets up and maintains Public Safety email server.

Checks operation of battery operated UPS systems, network, routers, firewalls, and filters.

Monitors radio systems for proper operation, including 800 MHZ and VHF Law/Fire/EMS.

Tests telephone systems for proper operations.

Monitors remote site VPNs for errors and connectivity issues.

Confirms Fire/EMS messages were sent and checks for errors.

Monitors generators at E-911, Jail, and tower site for fuel and proper operation.

Performs server maintenance remotely (from home) during evening hours when users are at a minimum.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

Associate Degree in Information System Technology, Computer Science, or related field.

Possession of or ability to obtain and maintain possession of all required certifications and training, including, but not limited to, First Responder/CPR, IDACS/NCIC, and Association of Public-Safety Communications Officials (APCO) Dispatcher training.

Ability to meet all department hiring requirements, including passage of a drug test.

Thorough knowledge of continuing advancements in computer systems, hardware and software, networking, and computer system repair, with ability to identify and diagnose computer hardware and software problems, evaluate hardware and software for specific Department needs, and instruct department personnel in the use of new software applications.

Ability to analyze system failures and initiate proper corrective procedures.

Working knowledge of and ability to make practical application of standard practices, procedures, rules and regulations of the Department.

Working knowledge of standard English grammar, spelling and punctuation, and ability to prepare correspondence and written reports.

Working knowledge of radio frequencies, codes, procedures and limitations.

Ability to properly operate a variety of standard office equipment, including computer, radio, telephone, and printers.

Ability to effectively communicate orally and in writing with co-workers, other County departments, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to provide public access to or maintain confidentiality of Department information and records according to state requirements.

Ability to comply with all employer and Department policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to understand, memorize, retain, and carry out oral and written instructions and present findings in oral or written form.

Ability to compile, compare, analyze, evaluate and coordinate data, make determinations, and take action based on data analysis.

Ability to add, subtract, multiply, divide, and calculate decimals and percentages.

Ability to work with minimum supervision and with others in a team environment, often amidst frequent distractions, interruptions and time constraints.

Ability to establish priorities and accomplish multiple tasks in a limited time.

Ability to apply knowledge of people/locations, plan/layout work projects, and manage time and resources effectively.

Ability to read/interpret detailed prints, specifications, layouts and technical manuals.

Ability to occasionally work irregular or extended hours, evenings and/or weekends, and occasionally travel out of town for training purposes, but not overnight.

Ability to regularly respond to emergencies on a 24-hour basis.

Possession of a valid Indiana driver's license and demonstrated safe driving record.

II. RESPONSIBILITY:

Incumbent performs duties according to a flexible, customary routine with work priorities primarily determined by equipment service needs. Work requires knowledge of technical and non-technical data, with incumbent establishing performance standards and determining the best methods to achieve desired results. Incumbent receives indirect or occasional supervision and has moderate flexibility in the job. On rare occasions, decisions are made in the absence of specific policies and procedures, and/or guidance from supervisor. Errors in incumbent's work are primarily detected or prevented through notification from other departments, agencies or the public. Errors in decision could result in loss of time to correct error, damage to equipment, and/or inconvenience to other agencies or the public.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other County departments, and the public for purposes of exchanging information, rendering service, providing training/instruction, and resolving problems.

Incumbent reports directly to Telecommunications Director.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a server room in a communications center, involving sitting/walking at will, sitting for long periods, keyboarding, lifting/carrying equipment weighing in excess of 50 pounds, close/distance vision, color/depth perception, ability to adjust focus, handling/grasping/fingering objects, hearing sounds/communication, and speaking clearly. .

Incumbent occasionally works extended or irregular hours, evenings and/or weekends and occasionally travels out of town for training purposes, but not overnight. Incumbent regularly responds to emergencies on a 24-hour basis.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Systems Administrator/Radio Technician for Henry County E-911 describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes_____ No_____

Applicant/Employee Signature

Date

Print/Type Name