

Muskegon Central Dispatch 9-1-1 Computer Systems Technician Job Description

A. BASIC INFORMATION

GENERAL STATEMENT OF ESSENTIAL JOB TASKS:

The Computer Systems Technician's primary responsibility is to assist in the analysis, design, development, programming, documentation, testing, evaluation, implementation, support and maintenance of computerized solutions for Muskegon Central Dispatch 9-1-1. The successful candidate will be responsible for administering computer networks and related systems for MCD, police, fire, and local municipalities. Employees in this class may be responsible for the performance and documentation of various systems and assisting individual user agencies, troubleshooting problems, and implementing systems. General duties, but not limited to, include:

- Develop application programs for computers
- Writes documentation to map the configuration system of hardware and software for user agencies and MCD computers and networks
- Performs repairs and general maintenance of computers
- Provides training for MCD and user agency personnel in the use of hardware and software
- Confers with police, fire, local municipalities and the Information Systems Manager to determine and resolve computer-related problems
- Operates computer equipment
- Provides installation, operation, and training for network systems
- Evaluate new products and applications and determine their proper use within the system
- Prepares requested statistical reports

This job description is for informational purposes only and is not intended to be all inclusive or limiting as to specific duties.

SUPERVISION:

The Computer Systems Technician works under the general direction of the Information Systems Manager, performing all job duties in compliance with established policies and guidelines.

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B. MINIMUM QUALIFICATIONS

EDUCATION:

Associates degree required in Computer Science or a closely related field;
AND,

EXPERIENCE:

A minimum of two (2) year's fulltime work experience with the installation, programming, and maintenance of large scale computer systems.

TECHNICAL KNOWLEDGE:

- Knowledge of computer systems
- Knowledge of VMware
- Knowledge of Cisco switching, routing and firewalls
- Knowledge of Cisco unified communications manager
- Knowledge of Windows 7/8, Server 2003/2008/2012
- Knowledge of Microsoft office suite 2007/2010/2013
- Knowledge of procedures to install hardware, software, and cabling
- Knowledge of proper documentation practices
- Knowledge of testing and debugging applications
- Basic knowledge of organization and methods, principles, and practices to include systems analysis

C. ESSENTIAL, PREREQUISITE SKILLS AND ABILITIES

COMMUNICATION:

Must have the ability to actively listen to others for understanding of their needs and situations; as well as the ability to speak English with sufficient clarity to be understood by others on the telephone and in person. Must be able to read and understand complex written correspondence, memoranda, technical publications, and directives. Must have the ability to report events and information in writing legibly and accurately, using proper English grammar and structure.

INTERPERSONAL RELATIONSHIPS:

Must have the ability to establish and maintain effective working relationships with supervisors, departmental representatives, fellow employees, and the general public. Must have the ability to maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations.

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PROFESSIONAL ATTITUDE:

Must have the ability to act in a mature, dependable fashion; ability and willingness to maintain dependable work habits such as reporting to work on time with little prompting and intervention. Must be able to represent the organization to other agencies and citizens with a courteous, helpful, accurate and business-like attitude in all telephone and personal contact. Must have the willingness and ability to respect private, sensitive, and confidential information; the willingness and ability to support and carry out directives; and must be able to be on-call for extended periods of time (24 hours a day) by cellular phone.

QUALITY OF WORK:

Must be able to provide high quality, accurate work. Must be able to perform multiple tasks simultaneously; be able to do several things at one time and remain focused under stress. Must have the ability to adjust to new or unique situations and the ability to show initiative in completing work assignments.

PHYSICAL ABILITIES:

Must have the ability to speak and write English clearly. Must have the ability to hear and understand sound sources coming through a standard telephone receiver. Must be able to read and discern visual images on a variety of media, including the ability to distinguish between colors on a color-coded computer screen. Must be able to occasionally lift objects weighing seventy (70) pounds.

D. SALARY RANGE AND BENEFITS

The 2019 salary range is \$49,412 to \$62,515.

Full time positions include a complete benefit package:

- Health, dental, optical and life insurance benefits
- Retirement plan
- An optional 457 Deferred Compensation plan
- Holidays
- Paid vacation
- Personal days
- Paid sick leave