Muskegon Central Dispatch 9-1-1
System Support Technician
Job Description

General Statement of Essential Job Tasks:

System Support Technician, is a beginning level professional, assists in the analysis, programming, documentation, testing, evaluation, implementation, and maintenance of computerized solutions for user agencies as well as MCD. Responsible for administering the police, fire and MCD computer networks and related systems. Employees in this class may be responsible for documentation of various systems and assisting individual user agencies in troubleshooting problems and implementing systems. Will work closely with the Computer System Technicians completing maintenance and additions of computer information and other duties as assigned.

Supervision Received:

System Support Technician, under the general direction of the Technology Director performs job duties in compliance with established policies and guidelines.

Supervision Exercised:

Generally none

General Description of Essential Job Tasks:

➢ First contact for computer systems support;
➢ Process new tickets and categorize appropriately;
➢ Review and update existing tickets in coordination with Computer Systems Technicians;
➢ Write help documentation to map the configuration of hardware and software for user agencies and MCD microcomputers;
➢ Provide training for MCD and user agency personnel in the use of hardware and software;
➢ Confer with Computer Systems Technicians to determine and resolve computer system related problems;
➢ After hours on call rotation availability;
➢ Provide installation, operation and training on computer systems
➢ Assist Technology Director in preparing system reports;
➢ Perform minor repairs to microcomputers;
➢ Research application programs for microcomputers;
➢ This job description is for informational purposes only and is not intended to be all inclusive or limiting as to specific duties.

Essential Knowledge, Skills and Abilities

Education: Desirable, an Associate's degree in Public Administration, Business Administration, Computer Science or closely related field, including or to include a minimum of twelve (12) credit hours in data processing or computer science; or

Have a minimum of two (2) years full-time work experience with the installation, programming or support of large scale computer system.

Communications: Must have the ability to actively listen to others for understanding of their needs and situations; 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 legible 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.

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 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 extended periods of time (24 hours a day).

Quality of Work: Must be able to provide high quality and accurate work. Must be able to perform multiple tasks simultaneously 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.

Technical Knowledge:

      Knowledge of microcomputer systems;
      Knowledge of Windows operating systems;
      Knowledge of Microsoft office;
      Knowledge of general networking practices and protocols;
      Knowledge of procedures to install hardware, software, and cabling;
      Knowledge of programming techniques such as maintenance documentation, testing, debugging and operations of applications;
      Knowledge of organization and methods, principles, and practices to include systems analysis;

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.

SALARY RANGE AND BENEFITS

The 2021 salary ranges from $19.95 to $25.46 per hour,

Full time positions include a complete benefit package.

- Health, dental, ST/LT disability and life insurance policies
- Retirement plan - MERS Pension
- An optional 457 Deferred Compensation plan
- 13 Holidays
- Paid vacation
    8 hours earned at the end of each month
    10 hours after 5 years of full time service
    12 hours after 10 years of full time service
    14 hours after 15 years of full time service
- Personal days
    4 personal days per year
- Paid sick leave
    8 hours earned at the end of each month