**Kitsap 911 Class Specification**

**TECHNOLOGY SERVICES SERIES**

**Public Safety Systems Assistant**

**Public Safety Systems Technician**

**Public Safety Systems Senior Technician**

**Public Safety Systems Master Technician**

**Public Safety Systems Engineer**

**Technology Services Supervisor**

**All Report to:** Technology Services Manager. Technology Services Supervisor may supervise and/or provide direction to all other levels within this series. All levels may provide direction and/or guidance to temporary, seasonal, or contract employees and/or consultants as appropriate and assigned.

**General Description**

Employees within Kitsap 911 Technology Services work as a team to assess the agency’s technology needs, and to develop, install, maintain, operate, program, repair and decommission all equipment, systems, and data used by the agency. Specific functions, duties and responsibility listed below reflect the differences in the scope of authority and level of responsibility generally associated with particular jobs. However, because of the mission-critical nature of virtually all of the Technology Services Group’s projects and ongoing duties, all members of the team are expected to contribute where and when needed, based upon what work is needed at any given time. Members of the team will not be required to perform functions that are beyond their scope of expertise, but must exhibit the flexibility and sound judgement needed to help resolve technology issues as they arise. All positions/jobs within Technology Services require the ability to work effectively and efficiently with minimal supervision and limited instruction as needed.

**Examples of Duties**

The Technology Services Series is comprised of six levels, with different areas of expertise, experience, or specialty. Specific specialties and job requirements depend on the needs of the unit and the overall organization. Some duties and assignments may overlap, but specialty assignments will be clearly indicated in recruitment materials. Note that the Assistant level may be designated as a regular ongoing position or as a trainee level position. As a trainee, the newly hired employee will be expected to learn and demonstrate skills sufficient to progress to the next level in this series, and should not have any expectation of ongoing regular employment beyond the probationary period as an Assistant/Trainee. These synopses are not designed to list every duty or responsibility of each level, but rather to illustrate the essential functions and responsibilities of each job level:

**Public Safety Systems Assistant (T1)**

As discussed above, the Assistant level may be a regular and ongoing, or may be designated as a trainee level, with the expectation that the incumbent will progress sufficiently to promote to a higher level classification within this series within a specific period of time. Duties may include warehouse maintenance and organization, inventory control, general facilities maintenance, grounds maintenance, and assisting with Helpdesk (answering Helpdesk calls, performing prescribed troubleshooting using pre-established guidelines, and creating work orders) or MCT support. Incumbents who are hired with the expectation of promoting to a higher level will train in the area in which they are expected to build expertise, working closely with other staff and supervision/management. Positions at this level generally are closely supervised and make limited independent decisions.

 **Public Safety Systems Technician (T2)**

Responsible for Kitsap 911’s Technology Help Desk for internal and external users, trouble-shooting and resolving issues, and/or referring issues to the proper colleague or vendor for resolution, installing and configuring software, setting up hardware and peripherals, as well as providing technical advice regarding the use of computers, software and peripherals.

The Public Safety Systems Technician may also oversee and maintain the Geographical Information Systems and Enhanced 9-1-1 Master-Street Address Guide (MSAG) program.

Incumbents may be asked to assist with or take responsibility for some tasks, projects, assignments or duties of higher level jobs within this series, with the goal of educating, training, and preparing incumbents for higher level responsibilities/jobs.

Incumbents have some decision making authority about specific tasks and projects, and generally must confer with supervision before making changes or taking a direction with implications beyond routine tasks or assignments.

**Public Safety Systems Senior Technician (T4)**

Entry or basic level responsibility for GIS, software, hardware, and network administration within both the radio and IT units of the Technical Services Group. Maintains existing equipment. May assist Engineers or Master Technicians with designing or implementing new systems with the objective of building skills and expertise, as well as assisting on large projects.

Incumbents possess intermediate to advanced level expertise with end use maintenance and troubleshooting, as well as system maintenance and troubleshooting.

 Incumbents at this level generally have considerable latitude when making decisions, and are capable of completing projects, tasks, duties and details of the job with very limited supervision.

 **Public Safety Systems Master Technician (T6)**

Maintains and repairs existing electronic technical systems, including VHF, UHF and microwave radio equipment. May also assemble, install or coordinate installation of new electronic equipment. Incumbents ensure that technology and systems are continuously available and operational, and may originate, design, fabricate, adjust, repair, and replace systems, circuits and components Incumbents may write specifications for procuring new or replacement systems and services. This level position also may prepare, compile and maintain radio operations records, FCC system and software licenses and logs and is responsible for assuring spare parts and repair parts are available and Kitsap 911’s inventory records of such parts is continuously accurate. Identifies capital and operating expense requirements and develops supporting documentation to obtain and sustain funding.

Incumbents may be assigned advanced level maintenance and troubleshooting, and have the ability to perform basic system design and administration. Incumbents may work closely with and/or under the guidance of Engineers and participate in design review and implementation, developing system documentation.

Incumbents at this level are capable of functioning successfully very independently with little direct day to day supervision.

**Public Safety Systems Engineer (T8)**

Delivers complex technology services that optimize technology use. Systems Engineers possess advanced understanding of the technology used and operated by Kitsap 911 and the agencies it serves.

Incumbents identify issues, trends, needs, and solutions for evolving technology needs, and must develop plans and strategies for implementing needed changes and maintaining technology services at a level consistent with the needs of the organization and users, within the constraints of available funding. Incumbents must be experts on all systems, software and hardware used by Kitsap 911, including Computer-Aided Dispatch (CAD). Depending on assignment, incumbents are responsible for evaluating, designing, maintaining, and operating systems and servers, managing complex projects in support of specific Kitsap 911 technology functions, conducting business analysis for project management, and developing web sites and applications. Identifies capital and operating expense requirements and develops supporting documentation needed to obtain and sustain funding.

Direct supervision for incumbents at this level is ideally limited to conferring about progress, project management updates, and advising about emergency or unexpected occurrences.

**Technology Services Supervisor (T10)**

Plans, organizes, directs, and coordinates the tasks of, assigned personnel. Participates in selection of staff, and trains, supervises, monitors and evaluates the work of assigned personnel. Schedules and assigns work, authorizes leave time and overtime. The Technology Services Supervisor reviews and investigates complaints about service and employee misconduct, and recommends disciplinary action as warranted. The incumbent also instructs, trains, and teaches team members about advancements in or new technology or equipment, and may develop training for users. Responsible for management and leadership of vendors. Reviews and approves requests for procurement, receipts of services, material and software. Manages software license agreements and agreements with radio site owners and tenants.

**Requirements and Expectations:**

All levels within the Technology Services are expected to:

* Possess technical skills sufficient to resolve and address issues with technology systems, equipment, software, and hardware and to problem solve independently.
* Facilitate teamwork and morale when participating in projects, and support the efforts of other team members.
* Develop effective working relationships with peers, other staff, vendors, and user agencies
* Communicate effectively, in writing, over the phone, and in person, using tact, patience, respect, and courtesy.
* Be organized, proficient at multi-tasking, and handle work assignments effectively and accurately despite interruptions and/or short timelines or deadlines.

**Working Environment/Physical Requirements for all job levels in this series:**

Work generally takes place in an indoor climate-controlled environment, but routinely and regularly requires travel to other, sometimes outside, environments, including remote radio communication site locations.

All positions require the ability to:

* + Both sit and stand for extended periods
	+ Kneel, crawl, lay on back, side and stomach, and climb ladders
	+ Use repetitive motions while entering information in to a keyboard
	+ Have vision, depth perception, and peripheral vision sufficient to read computer screen data, distinguish colors, read blueprints, schematics, wiring diagrams, etc.
	+ Exert force of 50 pounds occasionally, and push, carry, pull and lift up to 25 pounds frequently, unassisted.
	+ Bend, stoop, and reach while installing or inspecting equipment.
	+ Grasp and handle documents and paper
	+ Speak and hear sufficiently to communicate effectively and accurately, and respond appropriately in person and using the phone.
	+ Work mandatory overtime, and report to work regardless of weather conditions. Some shifts/jobs may require working or being on-call nights, weekends and holidays. Incumbents may be subject to emergency and/or unplanned response or call out.
	+ Walk short distances frequently, and over various types of terrain in all weather conditions.
	+ Tolerate exposure to computer monitors, electronic equipment, high noise and sound levels (i.e. tones and alarms).

**Minimum Qualifications**

**All levels must:**

* Possess and maintain a valid Washington State Driver’s License
* Possess a ready and dependable means of transportation
* Possess a private telephone line with reliable 24-hour availability (can be a cellular phone)
* Successfully pass each part of a multi-phase pre-employment examination, which **may** include medical/fitness, drug test, and psychological examinations as well as a criminal background check that includes a national fingerprint check through law enforcement.
* Submit official transcripts from an accredited school or technical school, or proof of completion of specific training, education, or certification if education is being used as a qualifying equivalent, or if jobs require specific certification.
* Reliably appear for scheduled work with regular, predictable and punctual attendance
* Type sufficiently to accurately operate equipment and technologies, prepare documents, spreadsheets and presentations using Microsoft Office and other software. Be capable of performing addition, subtraction, multiplication and division without the use of a computer or calculator
* Use Microsoft Office software and advanced features and functions
* Consistently demonstrate initiative and good judgement
* Work calmly and effectively with frustrated users, while instilling confidence that solutions will be found and implemented soon.
* Skillfully build consensus and arrive at resolution among a diverse group of individuals
* Skillfully navigate and support multiple simultaneous projects

**Class Specific Minimum Qualifications**

**Assistant Level Minimum Qualifications:**

High school graduate or GED holder with one (1) year practical work experience in customer support role, ideally in an operations or technical support position. Demonstrated capacity and/or potential to be successful in a technical support role. Candidates with any equivalent combination of experience or education that demonstrates the requisite background or potential for success in this position may be considered.

**Technician Level Minimum Qualifications**

High school graduate or GED holder AND two (2) years practical work experience in either an operations or technical position involving personal computer maintenance, technical help desk, GIS, radio communications, or a related technical field OR any equivalent combination of experience or education that demonstrates the requisite background or potential for success in this class may be considered.

***Technician Preferred Qualifications, depending on assignment:***

High school graduation or GED AND completion of training at an accredited college or technical school with training in computers or electronics

* Experience with ESRI GIS/Mapping software
* Maps and mapping systems
* E-911 System and public safety dispatch operations
* Kitsap County geography (streets, buildings, landmarks, etc.)

**Senior Technician Minimum Qualifications:**

High school graduate or GED holder, AND Three (3) years practical work experience in either an operations or technical position involving personal computer maintenance, or technical help desk, GIS, or a related technical field OR any equivalent combination of experience or education that demonstrates the desired knowledge, background, expertise, skills and ability to successfully perform the functions of the job.

**Senior Technician *Preferred* Qualifications, depending on assignment:**

Completion of training at an accredited college or technical school with training in computers or electronics

* E-911 System and public safety dispatch operations
* Kitsap County geography (streets, buildings, landmarks, etc.)
* 3+ years Help Desk or Service Desk experience, 3+ years performing IT troubleshooting

**Master Technician Minimum Qualifications**

For Radio assignments: High school graduation or GED AND completion of training at an accredited college or technical school with training in computers or technical electronics (with an emphasis in radio communication technology. Additional related experience may be substituted for vocational experience on a year for year basis.

AND Three (3) years’ experience in design, engineering, installation, programming, maintenance, testing, and repair of radio systems, including VHF, UHF Microwave and associated electronic equipment. Equivalent military training may be substituted for the required experience on a year for year basis.

OR any equivalent combination of experience or education that demonstrates the desired knowledge, background, expertise, skills and ability to successfully perform the functions of the job.

***Master Technician Preferred Qualifications for radio assignments:***

* FCC 2nd class or General Class General Radio Telephone Operator license or equivalent competency certification issued by an F.C.C.-sanctioned licensing agency (e.g. APCO, IEEE, NABER, SIRSA)
* Maintenance experience at a combined police/fire 911 Dispatch Center
* Experience with the latest releases of specialized and standard computer applications programs including Hexagon CAD, Mobile Computing Records Management and associated applications, Microsoft Office, Microsoft Visual C++, Database Administration, Track-It help desk software, Windows workstation and server software, and TCP/IP based networking, and operating and maintenance of computer workstations, related peripherals, and associated software.

**Systems Engineer Minimum Qualifications:**

Bachelor’s degree from an accredited college or university in Information Technology or related field AND four (4) years experience related to the assignment OR any equivalent combination of experience or education that demonstrates the desired knowledge, background, expertise, skills and ability to successfully perform the functions of the job. Background must demonstrate knowledge of and proficiency with Relational Database theory, maintenance and operations, and Structured Query Language (SQL) structure and syntax.

***Systems Engineer Preferred Qualifications:***

* MCP Certification
* A+ Certification
* One (1) year experience working with Computer Aided Dispatch (CAD)/Enhanced 911 emergency communications system.

**Technology Services Supervisor Minimum Qualifications:**

Bachelor’s degree from an accredited college or university in Information Technology or related field AND five (5) years experience related to the assignment, including at least one (1) year supervising technology staff OR any equivalent combination of experience or education that demonstrates the desired knowledge, background, expertise, skills and ability to successfully perform the functions of the job.

**Public Safety Systems Assistant, Technician, Senior Technician and Master Technician are:**

* Classified as eligible for overtime under the Fair Labor Standards Act (FLSA)

**Public Safety Systems Engineer and Technology Services Supervisor are:**

* Classified as exempt and are ineligible for overtime under the Fair Labor Standards Act (FLSA)

Kitsap 911 is an Equal Opportunity Employer. (CALEA 4.1.4c)