CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**What-Comm Technical Support/Applications Support Specialist**	**UNION:114** **SG:15** **CS:Y**
CLASS TITLE:	**Technical Support/Applications Support Specialist**	**FLSA:Y** **EEO4CODE:TE**
DEPARTMENT:	**Police** **What-Comm Communications Center**	

<u>**JOB SUMMARY**</u>:

The Technical Support/Applications Support Specialist performs work in two different functional areas. Time is divided between technical support for What-Comm employees using desktop computers and applications support on major systems. For Technical Support Duties: performs a variety of work for E911 Dispatch Center and other agencies including troubleshooting, diagnosing and resolving problems with servers, desktop computer hardware, peripherals, operating system and local area networks (LAN's). Assists City employees with questions and problems they have using a variety of desktop computer applications software and provides instruction on software capabilities.

On major information technology Systems: performs technical evaluation, installation, maintenance, system administration and support for a variety of computer and telephone systems. Provides professional-level systems administration and consultative support under minimal supervision. Provides leadership in researching and identifying appropriate technology solutions to E-911 business function needs, changes in the 911 industry and requests. Draws from expressed needs and solutions of all clients at all levels of the organization. Coordinates with agencies and departments on implementation and maintenance of major systems.   Collaborates with application/database/network technical staff to engineer and implement solutions. Researches and recommends best practices and new technologies. May provide back up support for Bellingham Police systems.   Develops detailed requirements, analysis and recommendations on potential software acquisitions.

<u>**SUPERVISORY RELATIONSHIPS**</u>:

This position reports directly to the Deputy Director of the What-Comm 911 Communications Center. Works independently in performing job duties. Works under applicable City and departmental policies, procedures and guidelines.

<u>**ESSENTIAL FUNCTIONS**</u>: <u>**TECHNICAL SUPPORT AND TRAINING**</u>:

1. Responds to problems 24/7 experienced in Computer Aided Dispatch (CAD), telephone servers and desktop PC's, data base management, desktop data entry and reporting and other software programs supported solely by this position. Provides high quality, detailed consultation; technical support; and troubleshooting with an emphasis on customer satisfaction. Works with departmental LAN administrators in addressing LAN problems.

2. Troubleshoots, diagnoses and repairs desktop computers, telephones, servers, printers and other peripherals. Uses diagnostic tools to identify hardware problems and initiates repair. Replaces boards and faulty components. Sends components to vendor for repair or replacement.

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3.   Prepares newly acquired hardware including servers, switches, desktop computers, printers and peripherals for E-911 Center. Handles receipt of product (unpacks and verifies shipment against purchase order); tests equipment; completes software license registrations required; logs products in prepares items for delivery, including loading software; and completes all asset documentation and tagging. Transports and installs equipment.

4.   Provides instruction to employees on features and capabilities of software packages and assists employees with utilizing application software to meet their needs.

5.   Installs memory chips, disk drives, network devices and PC boards into existing desktop computers.

6.   Acts as LAN administrator for E-911 adding and deleting users from the network including adding and deleting from the CAD System and network Police, Fire, Deputy Sheriff users of Mobile CAD or Status Screen devices. Maintains desktop computer inventory including local area network (LAN) connections and topologies.

7.   Stays current with developments and changes in the desktop computer and related hardware and applications software industry. Reviews and tests new hardware and software applications for potential use by City departments. Maintains membership in several national and international user groups and attends State and International conferences for new 911 technology.

ADDITIONAL WORK PERFORMED:

1.   Performs related duties as assigned.

ESSENTIAL FUNCTIONS OF THE JOB: APPLICATIONS SUPPORT:

1.   Provides high quality, detailed consultation, technical support and trouble shooting for the assigned systems: CAD hardware, applications and databases, mapping applications and databases, Intrado national call database and application for automatic location of calls, front-end call taking application as well as MIS Databases and reporting application for Zetron phone system and CAD, Digital Call Recorders and SQL databases. Serves as Master Street Address Guide (MSAG) coordinator for Whatcom County. Evaluates current procedures and recommends changes and improvements. Provides instruction on procedures and use of systems software.

2.   Maintains a close working relationship with vendors to identify and solve problems with software systems. Troubleshoots problems, makes corrective changes to existing configurations through consultation with vendor. Attends user meetings with vendors as needed. Also develops programs to download central data to desktop computers.

3   Produces a variety of spreadsheets or management reports as requested through the What-Comm Deputy Director.

4.   Analyzes on-going problems with systems and/or software and recommends courses of action to address problems.

5.   Develops requests for information (RFI's) and requests for proposals (RFP's). Reviews bids to ensure that vendors meet minimum requirements, provides an analysis of software systems and assists with software selection process. Performs cost benefit analysis as needed. Coordinates projects from development to coordination of installation, testing, and training.

6.   Prepares and maintains supplemental documentation for assigned software. Performs installation of software upgrades and fixes.

7.   Ensures data integrity of centralized applications. Runs tests, locates errors, corrects problem and updates files to ensure files function properly together.

8.   Stays current with developments, trends, procedures and changes in the utility billing and other financial software. Recommends upgrades, changes and new software purchases to the Deputy Director in the above areas.

ADDITIONAL WORK PERFORMED:

1.   Performs related duties as assigned.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

-    Excellent interpersonal skills for establishing and maintaining effective working relationships with City staff, division staff local, State and Federal agencies as well as computer vendors.
-    Ability and willingness to develop a comprehensive knowledge of software application packages supported by What-Comm 911 and also the ITS division, such as: Microsoft Office Suite, AS400, ESRI Map Products.
-    Ability to comprehend and resolve the problems experienced by staff using software application programs.
-    Considerable knowledge of software applications and database theory.
-    Considerable knowledge of CAD Systems and 911 Telephone System server and software.
-    Considerable knowledge of structured programming techniques.
-    Knowledge and familiarity with design, development, and maintenance of application systems.
-    Knowledge of setup and configuration of computer hardware, software and peripherals.
-    Ability to use diagnostic tools to troubleshoot software/hardware problems.
-    Strong knowledge of the Microsoft Windows and UNIX, VMS or LINUX operating systems.
-    Good knowledge of the concepts involved in the operation of desktop computers; peripherals, including printers, plotters and modems; data communications and local area networks.
-    Ability to read and comprehend technical manuals and apply their contents to solving software and hardware problems.
-    Excellent written communication skills for corresponding with City employees and vendors.
-    Ability to work with and interpret needs for a variety of user departments.
-    Ability to work independently with minimal supervision.
-    Good researching, planning, organizing, problem-solving, and time management skills.
-    Ability and willingness to maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with staff.
-    Ability to edit/review work of others for potential content issues/concerns.
-    Working knowledge of programming tools and utilities.
-    Working knowledge of utility billing systems.
-    Knowledge of the functions of City departments, standard City office operations and interdepartmental working relationships.

- Physical ability to perform the essential functions of the job including the ability to lift and carry approximately 40 pounds and for some positions, visual acuity to be able to develop application content to serve visually impaired individuals.

WORKING ENVIRONMENT:

Works extensively at a computer workstation and in computer server room. The work performed is in an office environment with frequent visits to customer's worksites. The person in this position moves desktop computers and peripherals from one location to another. Installs computers and peripherals and connects to network system. Works beneath false flooring to pull cable**.**

EXPERIENCE AND TRAINING REQUIREMENTS:

− Baccalaureate degree in computer science, information systems management, business computer programming, mathematics or related field and:
− At least two (2) years of experience supporting desktop computer software and hardware in a multi-site network for a business or municipal environment.
− Two years of experience in providing support and administration for major software systems in a complex environment preferred. Systems may include 911 Systems Administration, Computer Aided Dispatch (CAD) or GIS mapping.
− Or equivalent combination of education and experience that provides candidate with the ability to perform the job.

NECESSARY SPECIAL REQUIREMENTS:

− Due to access to privileged information contained in the City's computer system, applicants must pass a Police Department criminal convictions records check prior to hire.
− Valid Washington State driver's license and good driving record.   Must submit a three-year driving abstract prior to hire.

PREPARED BY: L. Hill   **REVIEWED BY:** _____
                 T. Ticen   Randall H. Carroll,
                 12/06   Police Chief

COMMISSION APPROVAL: _____December 13, 2006_____

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