Caddo Parish Communications District Number One

Job Description

Job Title: Information Technology (IT) Specialist

Reports To: Executive Director
Direct Reports: None
Effective Date:
Revision Date(s):

SUMMARY:
This is a technical/administrative position responsible for the implementation, monitoring, and maintenance of IT systems in support of the District's parish-wide Computer-Aided-Dispatch (CAD) system, subsystems, the 9-1-1 Emergency Telephone System, Mobile Data Computer System and the systems' associated networks.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
- Works with CAD Systems Administrator in support of the District's parish-wide CAD System and various computer subsystems.
- Works with IT Technician in support of the District's various networks including cyber security protocols
- Specializes in network analysis, system administration, security and information assurance, IT audits and web administration
- Develops and performs customized report generation as needed for the various public safety agencies related to the CAD as well as from 9-1-1 telephony databases for the 9-1-1 Executive Director.
- Works with the CAD Administrator and IT Technician in budget development and long range planning for computer systems' maintenance and upgrade recommendations to the Executive Director.
- Performs problem identification and diagnostic functions for complex computer systems as well as identifying hardware and software problems for PC based systems.
- Develops training tools and conducts training classes for system users as needed.
- Supports the 9-1-1 Emergency Telephone System, Mobile Data Computer System and the systems' associated networks.
- Installs, repairs, and/or troubleshoots personal computers and related equipment for the District's CAD system, 9-1-1 telephone system, mobile data computer and administrative computer systems, networks and peripheral equipment such as monitors, keyboards, printers, modems, disk drives and any other devices associated with personal computers and various system servers.
- Inspects equipment prior to installation of equipment, loads specified software such as operating systems or other programs as directed.
- Enters commands and observes system functions to verify correct system operation, network security and conducts user training on use of equipment, software and manuals.
- Performs diagnostic functions of systems' hardware, software, network and user problems.
- Recommends or performs remedial corrective action based upon knowledge of system operations or coordinates with appropriate software, hardware, or network vendors for problem reporting and resolution.
- Maintains accurate records of trouble reports, status of pending reports and corrective action taken.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:
- None

QUALIFICATION REQUIREMENTS:
To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.

Education and/or Experience:
- Two years of college or trade school in electronic computer or communications equipment or related field required; Bachelor's degree in Computer Sciences or related field preferred; **and**
- Minimum five years' experience managing complex computer operations requiring near instantaneous system response and continuous up-time in a client/server environment; **and**
- Systems Analyst experience, including determination of computer application requirements; writing program descriptions; developing schemes; writing programs using the current programming languages for client/server systems; system testing; and writing user documentation; **and**
- Systems Technician experience, including problem identification and preliminary repair effort for PC based systems; **and**
- Experience in operation of Public Safety Computer Aided Dispatch and Records Management Systems operation and mobile data systems; **OR**
- Equivalent combination of education and experience.

SPECIAL REQUIREMENTS; LICENSE(S) AND/OR CERTIFICATION(S)
- A+, Network+, CISCO or other professional certifications preferred
- Prompt and regular attendance
- Professional attitude and appearance
- Participate in all mandatory job training and meetings
- Adhere to District policies and procedures and Employee Handbook
- Current and valid driver's license; good driving record; proof of auto insurance
- Overnight travel to attend meetings, conferences, etc.
- Willingness to work odd and irregular hours and be subject to call 24-hours-a-day, seven days a week.

EQUIPMENT OPERATED:
- General office equipment, Computer, Fax Machine, Copy Machine, Calculator
- Map Plotter

KNOWLEDGE, SKILLS AND ABILITIES:
- Possess problem identification and repair skills for PC based systems.
- Knowledge of cloud-based IP systems.
  Ability to establish and maintain effective working relationships with the various public safety agencies that utilize the District's computer systems and subsystems.
- Working knowledge of the operating systems and Relational Database Management application software.
- Knowledge and experience in data telecommunications systems, including designing, installing, and maintaining Local Area Networks.
- Knowledge of fiber optics, thin Ethernet, twisted pair and multiple pair wire.
- Knowledge of Wide Area Networks, utilizing T1, fiber optics.
- Knowledge of PC Microsoft Windows operating systems.
- Working knowledge of MS SQL Server, Access, Visual Studio, C#, Crystal Reports, XML, HTML, WPF, IIS, ASP, ASP.NET and Linux.
- Ability to maintain confidentiality of business and financial matters and information related to the District, its Board of Commissioners, citizens and employees.
- Good interpersonal and leadership skills and ability to work as a team player with all levels of management and employees.
- Ability to communicate effectively and professionally verbally, in writing, and utilizing proper business telephone etiquette.

- Ability to work in a fast-pace, high-energy and demanding work environment.
- Good time management skills; multi-tasks skills; ability to prioritize and coordinate details and work with frequent interruptions.
- Ability to reason and use good judgment and ethical conduct.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:
The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job functions.

- This position works in a professional office environment.
- While performing the duties of this job, the employee is regularly required to sit; regularly use hands to handle or feel objects, tools or controls; and talk and hear. The employee is frequently required to stand, walk and reach with hands and arms.
- The employee must be able to complete physical tasks, such as maintenance of servers, bending and working in tight spaces under call center consoles, climb into and out of elevated fire and other public safety vehicles, etc.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance and peripheral vision, color vision and the ability to adjust focus.
- The noise level in the work environment is usually quiet.

SELECTION GUIDELINES:
Formal application, rating of education and experience; oral interview, reference and other background checks; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. The job description does not constitute an employment agreement between the District and employee and is subject to change by the District as the needs of the District and requirements of the job change.

Employee Signature below constitutes employee's understanding of the requirements, essential functions and duties of the position, and has received a copy of this job description.

Employee Signature: _____ *Date:* _____

Employee Name (printed) _____

Employer's Representative (printed name): _____ *Date:* _____

The District is an Equal Employment Opportunity Employer