

MACON-BIBB COUNTY GOVERNMENT
PLEASE POST FOR ALL POTENTIAL APPLICANTS TO READ

POST DATES: *3/16/2015 until Filled*

CLASSIFICATION TITLE: *Public Safety Net/Tel Analyst II*

MINIMUM ANNUAL SALARY: *\$44,865.60*

WORK WEEK: *M - F*

LOCATION: *INFORMATION TECHNOLOGY*

DEPT. HEAD: *Steve Masteller*

WORK HOURS: *8:30 am to 5:30 pm*

NEW REQUIREMENT

REPLACEMENT

Job Summary: This position possesses a high degree of technical knowledge, skills, and abilities; and operates under the supervision of the PSSNTS concerning tasks and instructions; executes the assigned tasks to a high-quality level of work, ensures that tasks are completed as instructed on a timely basis, and reports progress to the PSSNTS, Task include, but are not limited to: the operational support and maintenance of Public Safety emergency and Public Service radio systems, E-911 IT technical support and Computer Aided Dispatch (CAD) and Dispatch Console operational stability and functionality, system and network functionality, security, and the delivery of enterprise-wide electronic services; and, telephony within Macon-Bibb County enterprise.

Duties and Responsibilities:

Requirements of the tasks issued encompass all functional aspects of the 800Mhz emergency radio system and the Public Service radio system; E-911 Center support involving phone trunking; Computer Aided Dispatch (CAD) systems, and County, and future, 800Mhz Public Safety emergency radio system regional connectivity; E-911 Local Area/Wide Area (LAN/WAN) network connectivity; all emergency systems equipment (radios, Mobile Data Terminals (MDT), etc.) associated with the performance and operational abilities of the Macon-Bibb County Public Safety and Public Service departments; monitors and ensures compliance with Federal Communication Commission (FCC) guidelines and mandates; ensures Public Safety Answering Point (PSAP) and wireless data networks and interfacing and connectivity with NCIC/GCIC in a stable and optimal manner; proactively seeks to enhance and optimize all facets within the emergency systems electronic based environment associated with public safety; and, manages the Macon-Bibb enterprise telephony.

Executable tasks involve trouble-shooting, supporting, maintaining, and enhancing all aspects of Public Safety technology systems, networks, and communication projects in the context of implementing modifications, upgrades, and maintenance updates; interact with end-users to gain insight and report findings to supervisor for coordination of efforts to manager regarding continual support issues and researched measures to resolve issues and, if possible, increase end-user productivity;

Ensures that all Macon-Bibb County radio licenses are up to date and on file with the FCC; monitors radio transmission to detect operational violations and technical malfunctions; and, investigates complaints, reports and takes corrective action when necessary.

Research, explore, and identify possible deficiencies and vulnerabilities within the computing system infrastructure and define and take corrective action(s) required to prevent and/or resolve these areas

Conducts scheduled and unscheduled planning and production meeting, and ensures that all system and network modifications are completely documented, and any support requests handled outside of the IT Helpdesk are logged accurately with the Helpdesk Manager.

Conduct research in an effort to continually enhance technical growth individually, within the department, and within the organization where applicable; and act as a mentor concerning professionalism and technical skill sets within the Department of IT, Macon-Bibb County, and external to Macon-Bibb County.

Perform other duties as assigned.

Knowledge, Skills, and Abilities:

Knowledge of the principles and practices of 2-way telecommunication systems and related digital & analog equipment.

Knowledge of regulations, ordinances and policies pertaining to 2-way radio systems and the Federal Communication Commission (FCC) rules and regulations.

Knowledge of personal computers and office productivity software, and database software programs, operating systems, LAN/WAN network connectivity, and e-mail services.

Knowledge in telecommunication trunking and simulcasting principles.

Knowledge of the use and safety of tools of the trade.

Knowledge of system and network fundamentals and advanced concepts

Knowledge of trouble-shooting, testing, and monitoring concepts

Knowledge of methods and techniques of research, statistical analysis and report preparation

Knowledge of system and network cascading effects

Knowledge of office automation and business software

Skill in building professional relationships

Skill in effective time management

Skill concerning professionalism and courteousness

Skill in applying the principles and practices of radio communications as it applies to analog microprocessor and digital electronic equipment maintenance.

Ability to manage staff and projects in an efficient and effective manner

Ability to research, comprehend, and apply technical information when applicable

Ability to read and understand diagrams and schematics.

Ability to maintain and configure computer hardware.

Ability to understand and maintain complex communication systems.

Ability to carry out complex oral and written instructions.

Ability to maintain records and prepare reports based on the records.

Ability to maintain effective working relationships with fellow employees and with members of the general public.

Ability to focus on achieving goals, including those involving external departments, agencies, and public

Ability to communicate effectively (verbal and written)

Ability to multi-task in a high activity/energy professional environment that includes multiple and concurrent projects and project deadlines, and occasional interruptions and walk-in appointments

Ability to resolve problems in a timely, efficient and effective manner

Ability to plan, coordinate and organize work; set priorities and meet critical deadlines

Ability to follow verbal and written instruction

Minimum Qualifications:

College graduate or equivalent, supplemented by electronics or radio engineering courses, or

(2) years of experience in a related trade per year of college credit, or Eight (4) years extensive experience in maintenance of E-911 Center and 800Mhz radio communication systems; or an equivalent combination of relevant education and experience deemed appropriate by the Director to provide

sufficient knowledge, skills and abilities to successfully perform the duties and responsibilities of the position.

Working Conditions

Typically works in temperature controlled office environment, barring infrequent field work

Minimum travel

Requires a driver's license

High visibility of behavior

Moderate physical activity (lifting, stretching, standing)

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER