



## Technology and Facilities Specialist

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**Date Updated:** August 18, 2022  
**Position Title:** Technology and Facilities Specialist  
**Supervisor:** Technical Manager  
**Supervision Exercised:** None

**Position Overview:** Under the supervision of the Technical Manager, the Technology and Facilities Specialist will help maintain and provide technical support for computer systems, networks, and related systems. The Technology and Facilities Specialist is responsible for assisting with the day-to-day maintenance and support of the computer and technical systems, such as telephone, radio, and computer networks. Specific functions include systems maintenance, health and performance monitoring, data control, data communications, and resolving hardware and software problems. A key component of this position is providing technical support for District personnel and public safety agencies. Recommend and assist in the implementation of District goals and objectives. Assistance in the selection processes for vendor services and products. Maintenance of systems, facilities and grounds owned, leased, or used by the District. Supervise the installation, maintenance or repair of equipment or systems used by public safety agencies that receive communications services from the District. Position is in the public sector and nonexempt.

**Working Environment:** Work is performed at the Columbia 9-1-1 Communications District facility, and travels as necessary for meetings, training and other responsibilities.

### **Qualifications:**

- No disqualifying criminal history
- Education – High school graduate or equivalent
- Experience – Three (3) years similar experience and/or training that would likely provide required knowledge, skills, and abilities
- Ability to effectively use oral and written English communication in the performance of duties and responsibilities
- The ability to maintain confidential information including computer access codes, security system codes and public safety communications systems design

### **Preferred Qualifications:**

- College degree or technical institute certificate in computer sciences and/or public safety communications
- Technical experience in a 9-1-1 Communications Center or similar Public Safety field
- Ability to learn and implement the policies, practices and procedures of the District and make independent decisions and solve problems pertaining to areas of responsibility

- Ability to effectively use verbal and written English communication skills, including ability to explain and present complex, technical information to individuals with various levels of technical knowledge and skill.
- Experience, knowledge, and understanding of the operations, facilities, and systems necessary for the delivery of public safety emergency and non-emergency communications services
- Working knowledge of general office procedures and office software programs, including current business computer systems, software, hardware, and network components; and must be capable of correctly overseeing or conducting installation, updates, upgrades, troubleshooting and maintenance for District computer systems
- Experience working with vendors to ensure compliance within the scope of their service contract
- Experience working with Criminal Justice Information Systems (CJIS) or other sensitive data systems
- Adaptable to changes in schedule
- Available 24 hours a day when on-call, with a response time of two (2) hours

#### **Essential Job Functions:**

- Must be able to lift 50 pounds
- Visual and hearing acuity required
- Must be able to bend, reach, and climb
- Must be able to operate various tools, machinery, and computer systems
- Ability to think clearly, respond appropriately and professionally under stressful and rapidly evolving conditions
- Effective management of emergency situations, either directly or indirectly
- Ability to provide clear explanations of ideas, projects, duties and timelines to staff, agency representatives, decision makers and the public
- Establish and maintain excellent working relationships with partner agencies
- Ability to interpret federal, local, state laws, ordinances, and regulations applicable to areas of responsibility
- Maintain confidentiality of personnel matters, ensure HR rules are followed
- Ability to obtain and maintain training and licensing requirements necessary for the legal, safe, and appropriate operations of facility and grounds maintenance machinery, tools, and products
- Knowledge, understanding, and the ability to function within organizational structure and communications chain of command

#### **Job Duty Outline:**

- Execute and complete assigned tasks and projects on time. Provide status updates upon request
- Perform preventative maintenance on agency networks, computer systems, servers, and related peripherals
- Track equipment lifecycle and replacement schedules
- Diagnose and repair failed agency network components, computer systems, servers, and related peripherals

- Initially install, and on an ongoing basis, update computer systems servers and related peripheral equipment, operating systems, firmware, or hardware to ensure operating performance and secure operation of all supported equipment.
- Assist with upgrades and/or installation of new or existing equipment with other internal and external service providers.
- Administrate the backup/archival and data integrity of the District computer systems and servers as well as support disaster recovery and database file restoration processes
- As required; develop, enhance and or modify programs, scripts, web pages, and reports
- Train personnel on the use of computer systems, operating systems, and applications
- Assist Technical Manager in the coordination of multi-phase projects. Identify and prioritize problems and potential problems, troubleshoot, research, recommend, and implement solutions; assist in the coordination of multi-phase projects.
- Communicate with other District employees to effectively and efficiently execute work programs and support the development of an effective team
- Attend regular team meetings to review and discuss goals, concerns or issues related to the technical division
- Travel to remote radio sites, including mountain tops, operate various vehicles
- Effective time management of tasks and/or projects with milestones to meet desired timeline and outcome
- Seek and participate in professional development opportunities.
- The person who works in this position is subject to being a member of the department's after-hours, on-call rotational pool
- Perform and assist with basic facility maintenance and upkeep inside, outside, and at remote District properties along with other related duties as assigned