City of Kalispell

# FLATHEAD EMERGENCY COMMUNICATIONS CENTER
## Position Vacancy Announcement

POSITION: 911 Systems & Network Administrator DATE OPENED: 5/1/20

DEPARTMENT: Flathead 911 CLOSING DATE: 5/25/20

If you have any questions about this position vacancy, call: (406) 758 - 2494

NUMBER OF POSITIONS OPEN: 1 BARGAINING UNIT: _____

✓ FULL TIME ✓ REGULAR (YEAR ROUND POSITION)

___ PART TIME ___ SEASONAL

___ TEMPORARY

IF APPLICABLE:
TRAINING WAGE: $ _____ per _____

STARTING WAGE: $ 27.14 per Hour

SALARY AT:
1 YEAR STEP: $ 28.22 per Hour
___ YEAR STEP: $ 29.35 per Hour
___ YEAR STEP: $ 29.94 per Hour

VISIT https://flathead.mt.gov/human_resources/downloads.php FOR BENEFIT INFORMATION.
SEE ATTACHED JOB DESCRIPTION. Additional information:

See Job Description (attached)

APPLY FOR THIS POSITION AT FLATHEAD COUNTY'S WEBSITE:
https://flathead.mt.gov/human_resources/apply/

ALL COMPLETED APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY THROUGH FLATHEAD COUNTY'S WEBSITE BY 5:00 PM ON THE CLOSING DATE. Paper, faxed or email applications will not be accepted.

Flathead Emergency Communications Center's pre-employment process includes reference checks and criminal history checks. A record of criminal conviction will not necessarily bar you from employment. Depending on the position, the pre-employment process may also include skill testing and drug/alcohol testing.

FLATHEAD EMERGENCY COMMUNICATION CENTER IS AN EQUAL OPPORTUNITY EMPLOYER

*Flathead Emergency Communication Center (FECC) is an equal opportunity employer. FECC shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

*This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.*

**Job Title:** 911 Systems & Network Administrator
**Department:** Flathead Emergency Communication Center (FECC)
**Reports to:** 911 Technology Program Manager & 911 Radio Communications Manager

**Job Code:** 14680
**Pay Grade:** Stnd 37
**FLSA Status:** ☒ **Non-Exempt** ☐ **Exempt**

**Department Overview:** Flathead Emergency Communication Center (FECC) is the umbrella organization over 911 Dispatch, 911 IT/GIS, and the Public Safety Radio Communications Department. FECC serves as the public safety answering point for 911 calls, dispatches needed assistance, and provides a public safety radio communication system in Flathead County, Montana.

**Job Summary:** This position is responsible for technical support for both the land mobile radio system and the computer technology systems at FECC. This position maintains two-way radio and communications equipment, as well as computer systems necessary for emergency services.

**Essential Functions (Major Duties or Responsibilities):** *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Coordinate projects involving installation and maintenance of the FECC network, server systems and communications equipment; schedule equipment repair and maintenance work with hardware vendors and FECC staff.
- Plan and schedule major projects such as software installations, upgrades, conversions or moves; coordinate with stakeholders including management, end users, vendors and contractors.
- Design, install, troubleshoot and monitor network operations; install and test network hardware, cabling, and connectors; configure network switches and routers.
- Install, configure and administer enterprise-level software applications such as firewalls, anti-virus, anti-malware, patch management, update services, door access and network monitoring.
- Build, patch and deploy both physical and virtual servers.
- Install, configure and monitor wireless connectivity including wireless controllers and wireless access points.

- Provide technical support, training, information, and assistance to users in operation of hardware and software; troubleshoot and resolve problems.

- Maintain and support Microsoft technologies such as Active Directory, IIS, Exchange, SQL and file/print services. Configure and apply group policies to ensure conformance to FECC and/or County IT policies and practices.

- Communicate with co-workers, management, other departmental employees, vendors, contractors, and members of other governmental agencies as needed to coordinate work activities, review status of work, exchange information, or resolve problems or respond to requests for service or assistance.

- Install, configure, operate, test and maintain land radio equipment in support of public safety operations in Flathead County, including encoders/decoders, multiplexing devices, routers, switches and other associated hardware utilizing diagnostic equipment and computer programming applications.

- Apply technical knowledge of electronics, telecommunications, and networking principles to solve problems utilizing diagrams, schematics, engineering data, and test equipment including but not limited to Network Analyzers, Spectrum Analyzers, Noise Figure Meters, Signal Generators, Power Meters, Oscilloscopes, DMMs, and other assigned equipment

- Participates in the after-hours on-call rotation schedule for technology and radio systems.

**Non-Essential Functions:**

- Perform other duties as assigned including but not limited to providing IT/Communications support to other departments besides the ones normally assigned, manage special projects, attend meetings and conferences, provide backup for other staff, participate in training, etc.

- Attend conferences, workshops, and training to gather information and receive instruction on new technology in the Information Technology and Radio Communications fields and to coordinate efforts with external vendors and partners.

- Assists in periodic maintenance duties including backup power generation system, uninterruptible power supplies, and air conditioning and HVAC systems, as well as any other facility, grounds and vehicle maintenance as needed.

**Physical Demands and Working Conditions:**

- The employee is constantly required to use hands to handle or feel objects and to type and use the keyboard and mouse.
- Frequently required to sit, talk, write, listen and read.
- The employee may infrequently be required to stand, walk, climb, balance, stoop, kneel, crouch or crawl and reach with hands and arms.

- The employee is frequently required to lift and/or move up to 75 pounds.
- The noise level of the building is usually moderate; however, employee is occasionally subjected to loud equipment noise.
- Most work is performed in a normal office environment but some occurs at remote mountaintop repeater sites or in other locations.
- Will require weekend or overtime work if on call or in the case of disasters, emergencies or special projects.
- Work on tower based antenna and communications equipment.
- Travel in or on company vehicles, ATVs, snowmobiles and livestock, to remote sites to maintain communications infrastructure. Travel may occasionally be required to other radio locations in the State.

**Supervision Exercised:** The primary function of this job is not in a supervisory capacity.

**Knowledge, Skills, and Abilities:**
The job requires knowledge of:
- Microsoft Windows operating systems.
- Microsoft Windows Server operating systems.
- Microsoft Internet Information Services (IIS).
- Microsoft Windows Server Update Services (WSUS).
- Microsoft Exchange/Active Directory.
- Solarwinds Network Monitoring software.
- Enterprise spam filters and anti-virus software.
- Enterprise patch management software.
- Enterprise door access software.
- VMware networks.
- TCP/IP, WAN/LAN.
- Dell networking equipment/EMC SANs.
- Cisco firewalls and networking equipment.
- Network topology and hardware including the installation and support of Ethernet, switches, routers, network interface cards, and cables using fiber, copper and wireless connections.
- IT, NCIC/CJIN security policies, including password policies and implementation.
- P25 radio systems

The job requires skill in:
- Customer service, including maintaining a positive attitude during times of stress.
- Working in a fast-paced environment to answer phones, diagnose and resolve computer desktop, laptop and mobile device or application problems.
- Installing, operating and troubleshooting a wide variety of in-house and commercial software applications.
- Installing and troubleshooting a wide variety of desktop hardware including workstations, laptops, mobile devices, printers, scanners, copiers, telephones and more.

- Installing and troubleshooting a wide variety of network hardware including servers, SANs, switches, routers, wireless access controllers as well as network cabling.
- Installations of land mobile radios, portable radios and mobile computer systems.
- Wireless radio equipment i.e.: Base Transmitters, antenna systems, microwave networks
- Working in a team environment and knowing when to escalate support to a software vendor, or another staff member.

The job requires the ability to:

- Keep abreast of the latest changes in computer hardware, software and networks and security.
- Independently research and solve complex problems.
- Research and follow best practices and standards.
- Plan and oversee both large and small projects through to completion.
- Understand computer deployment methods including imaging and pushing software installs and patches.
- Communicate effectively with co-workers, users, management, vendors and contractors.
- Instruct laypersons in the operation of computers and explain the proper use of different software packages in an easy-to-understand manner.
- Identify and correct problems in application programs.
- Multi-task and remain calm under stressful circumstances.
- Understand and execute written and oral instructions.
- Think logically and accurately to apply security policies.
- Obtain and maintain a current driver's license.
- Obtain and maintain a tower climbing certification from an approved certifying agency.
- Understand and follow confidentiality requirements
- Meet the security approval by the Flathead Emergency Communications Center and Federal NCIC and State CJIN requirements.
- Work within established safety and quality standards and work with minimum supervision.

**Education and Experience:**

High school graduation or equivalent required; Associates degree in Basic Electronics, Networking, and Telecommunications, Computer Science, or related area preferred; and 2 years of experience; or any equivalent combination of education and experience indicating possession of knowledge, skill, and abilities listed.

| Action | Date | Reference |
|---|---|---|
| Approved | 5/08/19 | FECC Board Minutes |