



Computer-Aided Dispatch (CAD) & IT Technician

Classification: 773**Reports to:** 911 Technical Support Lead**Division:** Technical Services**Direct Reports:** N/A**FSLA:** Non-Exempt

The CAD & IT Technician provides skilled information technology support for CRESA and user agencies. As a member of the CAD / IT support team, this position works to maintain, implement, upgrade and trouble-shoot the Agency's public safety technology. The CAD & IT Technician will also be an integral part of team projects, establishing and implementing new and upgraded technology. This position shares rotating on-call duties to ensure technical support is available 24 hours / 7 days a week / 365 days a year.

Essential Job Functions

Must be able to perform the following essential job functions with or without reasonable accommodation:

- Maintain, implement, upgrade and trouble-shoot assigned technology with priority on, but not limited to, CAD client application, interfaces and database support as well as desktop, server and help desk support.
- Perform daily system monitoring: verifying integrity and availability of all hardware, server resources, systems and key processes; reviewing system and application logs; and verifying completion of scheduled jobs.
- Work efficiently and effectively, recognizing the time-criticality and "life and safety" impact of position work on public safety / first responder services.
- Perform system maintenance, administration and project duties, including project management work.
- Develop and maintain excellent working relationships, particularly with team mates, CRESA employees, public safety user agencies, field-users, and vendors.
- Database support for Computer-Aided Dispatch (CAD) system (*SQL based*)
- Help desk support for Mobile Data Computer (MDC) systems (*SQL based & web-based i.e. HTML, XML*)
- Desktop, server and application support (*Microsoft / Windows 10, Windows Server 2016-current, VMWare ESXi 6.7, Active Directory, Sophos, Office Products 2016-current, Infoblox DHCP/DNS, SharePoint application & development, imaging software (i.e. Ghost or Linux, etc.)*)
- Trouble-shooting, researching and addressing other public safety computer, data and phone system requests related but not limited to public switched telephone network (PSTN) and Emergency Services IP Network (ESINet), Next Generation 9-1-1, ANI/ALI (Automated Number Indicator / Automated Location Indicator), Unit Recommendations, Response Plans, GIS / Mapping, and external interfaces such as Locution, CAD Voice, Live MUM, Informer / NCIC / WACIC, and various record management systems (RMS).
- Ability to communicate effectively using both technical and non-technical terminology based on the target audience
- Provide documentation for processes and solutions to applied to software or applications
- Work on-call (rotating responsibility) to ensure technical support available 24 hours / 7 days a week.
- Perform effectively in a team environment.
- Ability to work assigned schedule which may be days, swing or graveyard
- Perform other duties as assigned.

Qualifications

Any combination of qualifications demonstrating a candidate's knowledge, skills and abilities will be considered.

- Associate's degree or equivalent from a two -year college or technical school with an emphasis in Computer Technology or related field.



Job Description

- Four+ years of responsible Information Technology related experience in desktop, server, application, help desk support and/or database support, with specific knowledge and experience with the technical programs, systems and applications described above.
 - *Note: A+ Certification or Degree / course training in Computer Science, Information Technology or closely related field above may substitute for up to two years of the required experience.*
- Demonstrated experience trouble-shooting and effectively resolving technical problems.
- Skill in responding to and resolving end-user requests, inquiries and/or questions effectively and timely.
- Excellent communication and documentation skills.
- Working familiarity with public safety priorities, objectives and criticality is highly desirable.
- Proven critical thinking skills, independent judgment, initiative, and time and project management skills.
- Ability to pass all required job selection and training processes including a background investigation and pre-employment reference; and probationary period.

Knowledge of:

Public safety communications (police, fire and medical) principles, practices, techniques and technology

Ability to:

Establish and maintain positive, proactive and professional working relationships at all levels

Communicate effectively and present information clearly, logically and persuasively

Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues

Carry a cell phone and pager, work irregular hours or shifts to connect with all operations personnel, be ready and available to respond by phone or in person at all hours of the day

Necessary Special Requirements: Must be able to adjust work hours as necessary and be available for call-out in event of emergencies. Must maintain 24-hour availability via an agency supplied wireless device capable of voice and data communication when assigned “on call” duties. Must possess a valid driver license and have access to a motor vehicle (personal or agency) on an as needed daily basis. Position may receive federal funding and have access to Criminal Justice Information System therefore incumbent will be subject to background investigation and may be subject to drug screening.

Physical / Sensory Requirement:

The following characteristics describe the most common ways this position’s essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
• <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision.	Daily	Important
• <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance.	Daily	Important
Hearing	Frequency	Criticality of Requirement
• <i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none">◦ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the ‘normal range’	Daily	Important
◦ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the ‘normal range’	Daily	Important
◦ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance.	Daily	Important
Speech	Frequency	Criticality of Requirement
• <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture.	Hourly / Constantly	Very Important



Job Description

Touch	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc. 	Hourly / Constantly	Very Important
<ul style="list-style-type: none"> <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object. 	Hourly / Constantly	Very Important
<ul style="list-style-type: none"> <i>Grasp.</i> Seize and hold object with fingers, palm, arms. 	Daily	Important
<ul style="list-style-type: none"> <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs. 	Weekly / Monthly	Slightly Important
<ul style="list-style-type: none"> <i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn't exceed 20 lbs. 	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Sit.</i> Remain in seated position to accomplish work. 	Hourly / Constantly	Important
<ul style="list-style-type: none"> <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work. 	Weekly / Monthly	Slightly Important
<ul style="list-style-type: none"> <i>Walk.</i> Move about or travel on foot to accomplish work. 	Daily	Important
<ul style="list-style-type: none"> <i>Drive.</i> Operate a motor vehicle to get oneself or others to and from various work locations. 	Weekly / Monthly	Important
Working Memory	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Audio Memory.</i> Retain and retrieve information gained via audio sources. 	Hourly / Constantly	Important
<ul style="list-style-type: none"> <i>Visual Memory.</i> Retain and retrieve information gained via visual sources. 	Hourly / Constantly	Important
Comprehension	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation. 	Weekly / Monthly	Very Important
<ul style="list-style-type: none"> <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation. 	Weekly / Monthly	Very Important
Environmental Working Conditions	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions. 	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met. 	Hourly / Constantly	--

EQUAL OPPORTUNITY EMPLOYER

CRESA is an equal opportunity (EEO) employer and does not unlawfully discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, marital status, disability, genetic information, veteran status or any other basis prohibited by federal, state or local law. Recruitment processes are conducted to ensure open competition, equal employment opportunity and prohibit discrimination. Women, minorities, veterans, and persons with disabilities are encouraged to apply. CRESA will provide reasonable accommodation for persons with disabilities during the selection process if requested. Applicants are responsible to notify the Human Resources Manager of the accommodation needed at the time of application or at least two days prior to the date needed. For an alternate format of this information, contact ADA Compliance Office: (360) 992-9205. Washington Relay Service – 7-1-1 or (800) 833-6368

IMMIGRATION LAW NOTICE

Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.