CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **What-Comm Technical Support Specialist II** **UNION:1937**
SG:114
CS:Y
CLASS TITLE: **Technical Support Specialist II** **FLSA:Y**
EEO4CODE|SOC:TE|15-1232

DEPARTMENT: **Police**
What-Comm Communications Center

JOB SUMMARY:

The What-Comm Technical Support Specialist is responsible for providing instruction and technical support for hardware, software and all major system applications used by What-Comm Communications Center and Prospect Communications Center. This support includes conducting maintenance, troubleshooting, diagnosing, and resolving problems as well as working closely with users and ensure proper performance. Performs user maintenance and troubleshooting on the Dispatch Centers' major applications, systems, and ancillary online resources. Assists and coordinates with City Radio Shop personnel to resolve issues with radio hardware and software. Participates in researching and determining specifications of computer equipment and peripherals, receiving pricing/quotes, ordering and deploying purchased equipment. Serves as part of on-call rotation during evenings, weekends, and holidays.

SUPERVISORY RELATIONSHIPS:

Reports to the What-Comm Technology Manager. Work is performed under general supervision and the guidance of applicable City and departmental policies, procedures and contractual agreements.

ESSENTIAL FUNCTIONS:

1. Provides technical support to What-Comm and Prospect employees for software applications, such as Computer Aided Dispatch (CAD) software, telephone software, and other software programs supported by What-Comm IT. Diagnoses, troubleshoots and resolves issues. Provides high quality, detailed consultation and instruction with users to ensure optimum functionality; assists in configuring and customizing applications to meet user and business needs. Escalates complex issues to a higher level of support when necessary.

2. Provides instruction on user management including the review of procedures and use of systems software for all users of CAD, MDT, and CADMon. Evaluates current procedures and recommends changes and improvements.

3. Troubleshoots, diagnoses and repairs desktop computers, telephones, printers and other peripherals. Uses diagnostic tools to identify hardware problems and initiate repairs. Replaces boards and faulty components or sends components to vendor for repair or replacement as necessary. Maintains desktop computer inventory including local area network (LAN) connections.

4. Deploys newly acquired hardware including desktop computers, printers and peripherals for What-Comm and Prospect Communications Centers. Transports and installs equipment. Installs memory chips, disk drives, network devices and PC boards into existing desktop computers.

5. Serves as administrator for assigned CAD software applications such as MDT, the telephone software system, and CAD aided software, ensuring optimal functionality and user experience. Responsible for performing routine maintenance, updates, and patches for assigned applications. Serves as liaison with vendors to implement system updates, apply industry best practices and troubleshoot issues. May work in consultation with users and command staff as well as in coordination with user agency's technical staff in MDT deployment.

6. Analyzes technical or system malfunctions involving infrastructure management, and provides recommendations for resolution to the What-Comm Technology Manager. Collaborates with City ITSD and system vendors as needed to resolve problems.

7. Produces a variety of data exports as assigned.

9. Evaluates hardware and software specifications against requirements prior to acquisition; participates in Request for Proposal (RFP) / Request for Information (RFI) processes when requested. Reviews proposals or bids to ensure that vendors meet minimum requirements, provides an analysis of software systems, and assists with software selection process. Performs cost benefit analysis as needed.

10. Prepares and maintains supplemental documentation for assigned software. Contributes to technology projects, assisting with coordination of installation, testing, and training activities as directed by the What-Comm Technology Manager.

11. Performs basic network troubleshooting to identify issues; works with City Network Operations staff in addressing networking problems.

12. Maintains current knowledge of developments, trends, and procedures within the Emergency Communications industry through ongoing training, review of system documentation, and independent learning. Utilizes this expertise to recommend system upgrades, operational changes, and new technology purchases to the What-Comm Technology Manager.

13. Serves as backup to the What-Comm Technology Manager to ensure continuity of all services and support functions across systems and applications. Participates in ongoing training and stays up to date on system documentation and procedures for all systems supported by What-Comm. Serves on standby through participation in an on-call rotation with other What-Comm Technology Staff.

ADDITIONAL WORK PERFORMED:

1. Performs other related work within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Considerable knowledge of software applications.
- Familiarity with CAD Systems and 911 Telephone System server and software.
- Setup and configuration of computer hardware, software and peripherals.

- Demonstrated knowledge of the Microsoft Windows operating system.
- Demonstrated knowledge of the concepts involved in the operation of desktop computers; peripherals, including printers; data communications and local area networks.
- Knowledge of the functions of City departments, standard City office operations and interdepartmental working relationships.

Skills in:

- Proficient interpersonal skills for establishing and maintaining effective working relationships with City staff, division staff, local, State and Federal agencies as well as vendors.
- Proficient written communication skills for corresponding with City employees, user agency employees and vendors.
- Demonstrated researching, planning, organizing, problem-solving, and time management skills.

Ability to:

- Willingness and ability to develop a comprehensive knowledge of software application packages supported by What-Comm Communications Center and Prospect Communications Center.
- Comprehend and resolve the problems experienced by staff using software application programs.
- Work with and interpret needs for a variety of user departments.
- Utilize diagnostic tools to troubleshoot software/hardware problems.
- Read and comprehend technical manuals and apply their contents to solve software and hardware problems.
- Work independently with minimal supervision.
- Willingness and ability to maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with staff.
- Physical ability to perform the essential functions of the job including:
    - Frequently communicate accurate information and ideas with others in various formats including virtually, in-person or by telecommunications;
    - Detect, diagnose and resolve data on a screen, signage and labels;
    - Detect and evaluate sound quality and distinguish tones on various devices;
    - Move as required to install computer hardware and peripherals;
    - Operate a keyboard, mouse, telecommunication devices and other computer and office equipment;
    - Move between work sites;
    - Transport objects weighing up to 30 lbs.

WORKING ENVIRONMENT:

Works extensively at a computer workstation and in the computer server room. The work performed is in an office environment with frequent visits to Prospect Communications Center. The person in this position moves desktop computers and peripherals from one location to another. Installs computers and peripherals and connects to network system. Works beneath false flooring on cabling.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, information systems management, applied networking, mathematics or related field and:
- Two years of experience supporting client computer software and hardware in a multi-site network for a business or municipal environment required., and

- Two years of experience providing support and administration for major applications in a complex environment required.

OR

- An Associate degree in computer science, information systems management, applied networking, mathematics or related field and:
- Four years of experience supporting client computer software and hardware in a multi-site network for a business or municipal environment required, and
- Two years of experience providing support and administration for major applications in a complex environment.

OR

- Six years of experience supporting client computer software and hardware in a multi-site network for a business or municipal environment required, and
- Two years of experience providing support and administration for major applications in a complex environment.

OR

- Two years of experience as a Technology Support Specialist I at the City of Bellingham providing support of all applications within the position's portfolio.

AND

- Must have four of the following active certifications within six months of hire or promotion:
  - KCS v6 Fundamentals
  - ITIL 4 Foundations
  - ITIL 4 Practitioner: Service Desk
  - ITIL 4 Specialist: IT Asset Management
  - HDI Troubleshooting and Problem-Solving
  - Microsoft - MS-102: Microsoft 365 Administrator
  - Microsoft - AZ-104: Azure Administrator Associate

  Alternative certifications determined by the City to be equivalent to those listed above may be accepted.

  Incumbents are encouraged to have certifications that apply to each of the following core service disciplines:
  - IT Framework
  - Microsoft Technologies
  - Hardware Support
  - Customer Service
  - Infrastructure Support

- Work experience providing desktop and mobile support in a governmental environment preferred.
- Experience in 911 Systems Administration, Computer Aided Dispatch (CAD) or GIS mapping preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, background investigation, polygraph examination, and fingerprinting. Subject to re-check every five years.
- Agreement to and signature of a Privileged Access Confidentiality Agreement.

- Valid Washington State driver's license and good driving record. Candidates must submit a three-year driving abstract prior to hire.
- Willingness and ability to participate in an on-call rotation and respond to evening and weekend callouts 24/7 for emergencies or when special circumstances require, as assigned.
- Failure to obtain required certifications within established time limits will result in demotion to the lower classification for which qualified until such time as the required certification is achieved or dismissal, should a lower classification not exist.

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