

IT/COMMUNICATIONS SYSTEMS ANALYST - EMA

Department: EMA

Job Code: 156

Pay Grade: 111

FLSA Status: Non-Exempt

Reports To: Director, EMA

JOB SUMMARY

The EMA IT/Communication Systems Analyst, maintains existing computer systems and networks, develops software, provides security for computer systems as well as resolves Information Technology issues, and other types of technical support, such as phone systems (VOIP) and computer-based Emergency Notification Systems (ROIP). Monitors and maintains Interoperable Communications Systems to include infrastructure as well as all radios. Performs maintenance of the outdoor siren warning system. Maintains and assists with build out and expansion on Interoperable Communication Systems.

ESSENTIAL JOB FUNCTIONS

- Determines overall needs of the EMA department computer systems and network capabilities in support of all command-and-control functions, both internal and external to the operations.
- Maintains IT Infrastructure, servers, switches, routers, and WI-FI access points.
- Install upgrades and patches on personal computer operating systems.
- Performs or oversees regular maintenance operations to minimize down time for computer system.
- Provides Hardware support (computers, notebooks, printers, etc.) provides email support for all operations.
- Provides software support (OS applications, MS Office, etc.)
- Responsible for database design, maintenance, and support.
- Develops and maintains Web Page.
- Creates, issues, and maintains Identification Badges.
- Supports Salamander Application, and other EMA applications that are added to support operations.
- Maintains sound system and video system for Emergency Operations Center activation and training.
- Assists in identifying software and hardware issues and needs to support the EMA office, both fixed and mobile operations to include the Emergency Operations Center (EOC) multi-functions.
- Prepares workflow charts and diagrams to specify operations to be performed by equipment and computer programs and operations to be performed by personnel in the system.
- Establishes and maintains internet connectivity both primary and secondary.
- Tests and assesses new technology and trains staff on software and equipment.
- Plans and prepares technical reports, memoranda, and instructional manuals as documentation of program development and for use in training.
- Assists the Director in preparing cost estimates for projects and grant applications.
- Writes procedures for and trains personnel on correct operation and use of equipment.
- Coordinates with EMA Director and staff on all matters relating to data bases and network file system.
- Assists with training for new web-based information and cloud-based systems and networks both internal and external (i.e., FEMA, Alabama Emergency Management Agency, and others).
- Monitors and evaluates effectiveness of all installed systems, including complex systems such as the internal Geographic Information System.
- Works in conjunction with the Marshall County IT Department in coordinating all IT integration.
- Ensures all communications equipment (radios, radio integration equipment, towers; both fixed and mobile, cellular devices) and outdoor siren systems are fully functional.

- Maintains regular maintenance schedules for all communication equipment.
- Assists in maintaining accurate inventory of all communications equipment.
- Troubleshoots, install, repairs, or arranges for repairs as needed for communications equipment to include radios, towers (fixed and mobile), repeaters (fixed and mobile), and outdoor Sirens.
- Maintains and keeps up to date the Siren System software, hardware, and encoder equipment.
- Maintains Radio Programming software and hardware for communications equipment.
- Installs radio equipment for other county departments as needed.
- Writes service plans, orders parts, and maintains parts inventories.
- Responsible for cellular phone setup, maintenance, and support.
- Maintains and supports phone system.
- Maintains and supports Everbridge, Verizon PPT, and Tango-Tango databases and operations.
- Coordinates with EMA Director on all matters relating to communication equipment, capabilities, services, and operations.
- Assists in writing and editing portions of Emergency Operations Plans, Exercise Plans and other documents relating to communication equipment.
- Provides logistical support for all EMA operations.
- Maintains equipment and vehicle operational readiness, maintenance, and repair.
- Trains personnel on correct operation and use of vehicles and equipment.
- Maintains EMA supplies needed for non-emergency, emergency, and disaster situations. Prepares reports, communicates information inside and outside of agency, and maintains files as needed.
- Directs inmate labor in assisting with performing maintenance operations.
- Rotates as duty officer and assists with Emergency Operations Center (EOC) activations and operations.
- Assists with severe weather operations, damage assessments and other emergency call out situations such as hazardous material spills, airplane crashes, pandemics, and others.
- Available for response operations during Duty Officer rotation and during times of disaster and/or emergency response needs.
- Requires regular and prompt attendance plus the ability to work well with others and work well as a team.
- Performs other related duties as assigned.

QUALIFICATIONS

Education and Experience:

Associate's degree in computer science or related field plus (4) years of experience in systems analysis, design, development and maintenance, writing programs and system application or large-scale applications, or any combination of education, training and experience which provides the requisite knowledge, skills and abilities for the Information Technology portion of this job (Bachelor's degree preferred). At least (2) two years of experience with radio communications and operations; or an equivalent combination of education and experience.

Licenses or Certifications:

- Possession of, or ability to obtain an amateur radio general class license.
- Must possess and maintain a valid State of Alabama driver's license and a driving record suitable for insurability.

Special Requirements:

- Completion of the FEMA NIMS required online courses.
- Completion of the FEMA Incident Command classroom courses and the Homeland Security Exercise Evaluation Program (HSEEP).

Knowledge, Skills and Abilities:

- Knowledge of the modern information processing techniques and systems analysis.
- Knowledge of the capabilities and operating requirements of various computer platforms functioning in centralized, distributed, client server and stand-alone environments.
- Knowledge of modern applications of computer technology to problems in the EMA workplace.
- Knowledge of the design, installation, maintenance, and repair of electronic and communications equipment.
- Knowledge of the proper methods of operating two-way radios, warning devices, bridges, repeaters, and other emergency communications equipment.
- Knowledge of the standard practices, tools, and equipment of technical electronics work.
- Knowledge of operating procedures and current Federal Communications Commission (FCC) regulations governing emergency service communications.
- Knowledge of PC Window's operating systems environment and Network Management.
- Knowledge of Photoshop, Adobe Acrobat, MS Suite especially Word, Excel, and Outlook.
- Skill in the installation of telephone and video equipment.
- Skill in the installation, operation, and maintenance of radio transmitters, receivers, and accessory equipment.
- Ability to plan, organize and conduct systems analysis and evaluate administrative processes and procedures.
- Ability to efficiently monitor program development and thoroughly document necessary stem modification and enhancement.
- Ability to translate technical terminology into terms understandable to management and employees.
- Ability to think logically for interpreting and analyzing problems assigned or encountered.
- Ability to diagnose and solve problems in faulty electronic and communications equipment.
- Ability to read and interpret electronic schematics, wiring diagrams, and technical manuals.
- Ability to prepare written plans and other materials relating to the development of emergency communications system and operation of facilities and equipment.
- Ability to analyze user requirements, procedures, and problems to automate or improve existing IT systems and review computer system capabilities, workflow, and scheduling limitations.
- Ability to test, maintain, and monitor computer programs and systems, including coordinating the installation of computer programs and systems.
- Ability to determine computer software or hardware needed to set up or alter existing IT system.
- Ability to climb and stand on a ladder at least (20) twenty feet high.
- Ability to work from a bucket attached to an ariel lift of (70) seventy feet high.
- Ability to operate large vehicles, operate forklift, pallet jack, and hook to and tow large pieces of equipment including utility and equipment trailers.
- Ability to maintain regular and prompt attendance.
- Ability to work well with others and work well as a team.
- Ability to establish and maintain effective working relationships with public officials, employees, volunteers, the media, and the general public.

PHYSICAL DEMANDS

The work is medium work which requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force to move objects. Additionally, the following additional physical abilities are required: balancing, climbing, crawling, crouching, feeling, manual dexterity, grasping, handling, hearing at normal speaking levels, kneeling, lifting, mental acuity, pulling, pushing, reaching, repetitive motion, speaking, standing, stooping, talking at a level to exchange ideas, and walking. Visual acuity at a level to view computer terminal, analyze data, and read extensively. Visual acuity at a level to include color, depth perception and field vision, determine accuracy and thoroughness of work assigned, and at a level to operate motor vehicles and/or specialty equipment, with or without correction. Body movement or mobility to be able to move about on all types of different terrain. Stamina to withstand adverse weather conditions such as heat and cold when responding to emergencies.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs. Work may be performed in an indoor or outdoor environment. Indoor work is performed in a relatively safe, secure, and stable office environment. Outdoor work may be performed with exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, temperature and noise extremes, bright/dim light, toxic agents, disease, pathogenic substances, animal/wildlife attacks, animal/bites, or rude/hostile citizens. Work involves traveling in between locations. Work involves working extended and unusual hours, including weekends, holidays, and/or off-hour shifts during emergencies or disaster situations, and during training programs, preparedness exercises, and public outreach events.

Marshall County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

 Employee Signature

 Date

 Supervisor (or Personnel) Signature

 Date

Marshall County commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The County's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.