



Washington County Consolidated Communications Agency

INFORMATION SYSTEMS TECHNICIAN

DEFINITION:

In the Agency Computer Aided Dispatch system, maintain, analyze, research, update, and input data utilized by communications dispatchers and field personnel. Perform database administration and maintenance, including the use of databases for Agency performance analysis and reporting, and serve in a support role to the Information Systems Analyst and resource function.

DISTINGUISHING CHARACTERISTICS:

This is an entry-level class distinguished by the performance of more routine tasks and duties which are designed to provide entry-level technicians an opportunity to acquire experience on a variety of automation projects. Since this class is typically used as a training class, employees may have only limited or no directly related work experience at this level.

SUPERVISION RECEIVED:

Receives direct supervision from assigned management or lead staff working in a higher capacity.

SUPERVISION EXERCISED:

Supervision is not a responsibility of this class.

EXAMPLES OF PRINCIPAL DUTIES:

Duties may include, but are not limited to, the following:

1. Assist in analyzing Agency needs; participate in formulating solutions and developing systems or procedures to implement solutions; complete projects within specific time and budget constraints; provide input on project reporting process.
2. Assist staff in maintaining Agency data information management systems, resources and system performance improvements. Develop reports as needed.

3. Assist staff in system design; write, develop, and document operational procedures for data elements and sources; perform systems maintenance.
4. Maintains and updates CAD system database files, CAD tables and Records tables as needed.
5. Utilize appropriate software tools and techniques for applications, database management, computer operations, troubleshooting equipment problems, and maintaining operational integrity of the computer system.
6. Determines response areas by jurisdictional boundaries, inputs appropriate CAD entries for proper police and fire responses.
7. Assist Data Services Coordinator in implementation of required upgrades or replacement of current hardware or database version releases.
8. Help provide a secure environment for databases and processes, enforce security guidelines for terminal access, password expiration and protection of computer resources; troubleshoot database problems and find solutions to resolve those problems. Migrate current databases into new database structures when required.
9. Assist in maintenance of data integrity with backup, archive and recovery processes; help implement procedures for disaster recovery and perform database file restoration.
10. Coordinates, creates, updates and inputs data into various CAD system tables relating to equipment recommendations and/or responses for police, fire, communications, and field personnel.
11. Maintains, updates, inputs, and researches geographical information in database systems for CAD and MSAG.
12. Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of principles and practices of applications programming; knowledge of data communications; knowledge of systems analysis techniques; knowledge of various software to support application systems; knowledge of database management principles and techniques; knowledge of operational characteristics of computer hardware and software; knowledge of Microsoft SQL database structure, operating principles and characteristics; knowledge of database tools for administering these databases; knowledge of principals and practices of data security, integrity, backup and recovery processes; knowledge of troubleshooting database problems and finding solutions to resolve the problems; knowledge of operational characteristics of local and wide area network protocols and components.

Ability to perform those physical activities required for essential functions, including, but not limited to, regular sitting, walking, standing, and otherwise being mobile; frequent kneeling, crouching, crawling, stooping, turning, climbing, balancing, reaching, grasping and pinching; regular lifting, carrying, pushing and pulling weights up to 50 pounds for

short distances; frequent keyboarding; regular talking and listening to others in person and over the phone and/or radio; continual visual acuity so as to pay close attention to detail in performance of essential functions and in avoiding potential hazards.

Ability to communicate effectively both orally and in writing; ability to analyze problems and describe their solutions graphically and logically; ability to explain technical and complex information to users and management; ability to work within scheduling constraints; ability to establish and maintain cooperative working relationships with individuals, whether members of the public or coworkers, from diverse groups and backgrounds; ability to perform mathematical and statistical computations.

EXPERIENCE AND EDUCATION:

Any combination of experience and training that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required knowledge would be an Associate's degree or equivalent experience in computer science, business administration, or related field, and 2 years of relevant experience.

SALARY RANGE:

The salary range for this position is \$3,537 to \$4,514 per month.*

TESTING REQUIREMENTS:

Candidates will be required to complete an extensive testing process, including but not limited to, completion of an Agency application, oral board interview, background investigation, physical capacities examination, and drug test. Each candidate will be ranked based on their scores in each category and evaluated by the Director. The Director will select the final candidate eligible for hire.

SALARY REVISED BY CEO BOARD: 4/20/06

**salary updated: 9/24/08*



Washington County Consolidated Communications Agency
Application for Employment
An Equal Opportunity Employer

Each question should be fully and accurately answered. No action can be taken on this application until all questions have been answered. Application must be signed and dated, or it will be considered incomplete. Use blank paper if you do not have enough room on this application. **PLEASE PRINT**, except for signature on back of Application. All information given will be available only to persons who have a "need to know" or as required by law. This company will make reasonable accommodation in the application process, if needed.

Today's Date: _____ Position for which you are applying: _____

Name _____ Date you are Available for employment? _____
 Last First Initial

Mailing Address _____
 Street City State Zip

Home Phone _____ Cell _____ How did you hear about us? _____

YES NO

Are you a citizen of the United States or, if not, are you legally authorized to work in the United States?
If offered employment, you will be required to submit identification in accordance with INS rules and regulations.

YES NO

As an adult have you ever been convicted of an offense other than a minor traffic violation? If "yes" please state below the nature, date, and jurisdiction of each conviction. Convictions are evaluated for each position, and are not necessarily disqualifying.

EDUCATION AND TRAINING: Do you have a high school diploma, GED, or equivalent? YES NO

Please list all colleges, universities, military, trade, business or other schools attended.

NAME AND LOCATION OF SCHOOL	MAJOR OR TYPE OF TRAINING	SEM. CREDIT HOURS	QTR. CREDIT HOURS	DEGREE OR CERTIFICATE OBTAINED

LICENSES/CERTIFICATES: List driver's license or other certificates you possess as required by the position applied for.

TITLE	NUMBER	ISSUING AGENCY	DATE ISSUED/DATE OF EXPIRATION

SKILLS/ABILITIES: List any skills/abilities you have which are pertinent to the position applied for.

EMPLOYMENT HISTORY:

Beginning with your present or most recent job, list, in chronological order, your complete work experience, including paid and volunteer positions, military and intern experience. Please attach a separate sheet or sheets if necessary. The information provided must be complete and accurate. **A resume may be submitted but will not be accepted as a substitute for completing this section.**

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./YR.)	TO: (MO./ YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		
May we contact your current employer: YES___ NO___		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./ YR.)	TO: (MO./ YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./ YR.)	TO: (MO./ YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

Name and Address of Employer:		Supervisor's Name, Title, Phone Number:
YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./ YR.)	TO: (MO./ YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		

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YOUR TITLE:		YOUR DUTIES AND RESPONSIBILITIES:
FROM: (MO./ YR.)	TO: (MO./ YR.)	
RATE OF PAY:		
REASON FOR LEAVING:		



Information Systems Technician
Supplemental Questionnaire

1. Explain your knowledge of and experience with relational database systems and Structured Query Languages (SQL).
2. Describe your level of experience, if any, using Windows 2000, XP and/or Server 2003.
3. Give an example of a web design project you have worked on and the presentation languages used, i.e. HTML, XML, CCS, JavaScript, server-side programming languages.
4. Describe your knowledge and level of experience working with networks.