

Interoperability Systems Manager

Description

An Interoperability System Manager, or IT Support Specialist, oversees setting up, managing, and troubleshooting the radio and technology systems that Lincoln County Emergency Services uses to maintain computer and software networks. Their duties include responding to hardware problems, updating system software, and tracking the data and communications used on their network. Analyze, design, and coordinate the development of software systems to form the basis for the solution of complex processing opportunities. Also, provides technical and information related expertise, support, and guidance and responds to reports of system/service outages or disruptions, and oversees restoration, both during and after normal business hours.

Duties and responsibilities; including but not limited to:

- Identifies issues and solutions for the improvement to operations and communicates same to the Director.
- Evaluates equipment, develops specifications, and makes recommendations for upgrading/replacing.
- Assists the Director with ensuring routine maintenance and repairs of equipment.
- Operates computer and communication equipment.
- Operation, knowledge, and technical skills with CAD operating systems
- Perform special projects and/or assist with other issues as requested by the Executive Director – Support Services.
- Offer technical support to company staff and troubleshoot computer problems.
- Install and update company software and hardware as needed.
- Coordinate the acquisition of radio equipment and services; serves as liaison between Lincoln County Emergency Services and outside vendors; assists in preparing contracts and reviewing bid proposals; maintains contracts, resources and operating manuals for communications services; ensures that equipment and services meet specifications and comply with contractual provisions; monitors contractual terms and initiates renewal and replacement; reviews equipment resources/literature and confers with vendors to stay abreast of communications technology and industry developments
- Anticipate and report the cost of replacing or updating computers and radio items.
- Prepare replacement schedule

Basic Requirements, Knowledge, and Skills

- Comprehensive knowledge with all Microsoft Office Suite applications
- Familiarity with Outlook.
- Exemplary communications skills, both oral and written. Writing for proposals, presentations, and technical reports
- Has the ability to record, convey and present information, explain procedures, and follow instructions
- Courteous and professional interaction with internal customers and external clients
- Valid Driver's License with the ability to travel during seasonal weather.
- Working knowledge of relevant operating systems, software, and programing
- Excellent problem-solving and critical thinking skills
- Keen attention to detail
- Good organization, time management and prioritization
- Efficient troubleshooting abilities
- Effective communication skills, including speaking, writing and active listening.
- Great customer service and interpersonal skills

MENTAL EFFORT AND PHYSICAL REQUIREMENTS:

Perform bending, squatting, kneeling, crawling, walking, reaching from ground level to six (6) feet in height; must be able to hold and grasp objects. Must be able to sit or stand at a desk for long periods of time and perform standard office duties. Must be able to enter data, view monitor, and type at a keyboard for long periods of time.

WORKING CONDITIONS, ENVIRONMENT, AND POSITION RELATED HAZARDS:

Individual to work forty (40) hours per week, may work some holidays and evenings. Primarily indoor office environment. Occasional outdoor working environment includes exposure to a variety of weather conditions and subject to unlevelled and uneven walking surfaces.

NOTE:

This Job Description is not intended to limit the only duties to be performed by the employee occupying this position. The employee may be required to perform other duties as assigned for the effective operation of the department.