



Job Description for:

Technical Services Specialist

Division: Technical Services
Reports to: Technical Services Manager
Supervises: None.

Job Definition

This position performs highly responsible technical and administrative duties in support of CRESA's technical programs. Key responsibilities include working with SmartZone software; designing radio templates; programming portable and mobile radio templates to meet user agency specifications; administration and oversight of Agency facility maintenance; and administration and accounts payable / receivable for Technical Services programs and functions. The Technical Services Specialist is a core member of the technical services team and performs work using independent judgment and discretion in carrying out time-sensitive and critical duties.

Distinguishing Characteristics

The Technical Services Specialist position is distinguished from predominantly administrative and clerical positions by thorough knowledge of and responsibility for assigned technical functions. The job requires application of technical knowledge and skills in the overall administration of these technical services, and closely compares to the scope and level of responsibility assigned to the CAD E911 Technician position. The combination of administrative and technical work also distinguishes the Technical Services Specialist from higher level positions in the Technical Services division such as the Radio Technician and Sr. Computer Support Specialist which are responsible for a higher level of hands-on technical work, trouble-shooting, repair and hardware / software replacement.

Work is performed under general supervision in conformance to Agency policies and division goals and objectives. Work results have direct impact on critical services; therefore, effectiveness of work is typically seen through seamless functionality of technical services and/or through timely and effective resolution of problems or service interruptions.

Note: All duties, knowledge, skills and abilities listed below are considered *essential functions* unless marked as *non-essential, (NE)*.

Essential Job Functions

Incumbent must be able to perform the essential functions of the job with or without reasonable accommodation.

- Working with SmartZone software. Adding installed equipment to the master SmartZone software.
- Designing radio templates. Programming portable and mobile radio templates to meet user agency specifications.
- Coordination of the Countywide Mobile Data Safety Program.
- Training outside agencies and other personnel to utilize various communications system.
- Public outreach activities and maintenance of the 800 MHz Regional Radio system.
- Updating the master identification list.

- Administration and maintenance Agency facilities services and contracts, including extensive vendor contact and coordination and researching and requesting quotes for services and equipment
- Administration and maintenance of Agency inventory; conducts and updates inventory; surpluses non-essential items; coordinates closely with County Purchasing to ensure that all required purchasing processes and requirements are met
- Serves as administrative project lead and vendor / contractor liaison for facilities routine maintenance, repair, upgrades, enhancements and remodels.
- Performs a variety of administrative project management duties relating to technical services and/or projects, including billing, receiving, ordering, and requesting services for Agency equipment and facilities.
- Composes correspondence, reports and other written documentation specific to functional assignments and division goals and objectives.
- Prepares and distributes notices, reports and memoranda related to Agency staff, user agencies, vendors and service providers regarding assigned functional areas.
- Assembles cost and related data for assigned functional areas; serves as contact person for other departments and user agencies; presents findings to technical services personnel.
- Assists in short and long-term divisional planning, coordinating, and organizing.
- Attends meetings with or on behalf of manager or division.
- Participates as assigned in EOC activations, exercises, drills and other events related to Agency response to local, regional, statewide or national disasters or emergency response.
- Performs other related tasks and duties as required.

Qualifications

- Four years of responsible administrative and/or technical support experience on a level comparable to work described above – **OR** –
- Associates degree or equivalent college level education in applied technical science or a related field may substitute for up to two years or required experience.
- Any combination of the education and experience that demonstrates the ability to successfully perform the work will be considered
- ✪ Candidates must successfully pass pre-employment reference and criminal history checks
- ✪ Candidates and incumbents must have ability to perform the essential functions of this position with or without reasonable accommodation

Knowledge of:

- Administrative practices and procedures and technical processes, services and maintenance
- Effective administration record keeping methods and techniques.

Ability to:

- Understand and execute complex oral and written instructions
- Apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations
- Understand and apply available guidelines, policies or procedures in diverse situations
- Prepare and present correspondence, reports and materials in clear, correct and comprehensible terms
- Develop and maintain effective working relationships with the employees, division managers, user agency stakeholders, vendors and other individuals contacted in the course of work

- Successfully complete all selection process components including passing an extensive background investigation and all required post-offer processes including drug screen test, baseline vision exam, baseline hearing exam, and a psychological evaluation.

Work Environment (Essential functions)

Work is performed primarily in an office environment, but may require travel to user agency offices or locations to program radio templates and/or provide technical training. Requires the use of standard office equipment including but not limited to telephones / TTY machines, personal computers, photocopiers, fax machines, filing cabinets, and other general office equipment that require detailed dexterity. Work involves moderate keyboarding and manual dexterity, and also entails regular reaching, bending, carrying and lifting of standard office supplies and materials, such as paper, binders, files, phones, computer components and similar. Occasionally, incumbent experiences highly stressful situations in the process of resolving problems, i.e., troubleshooting, repairing and/or facilitating the repair of critical technical services.

Physical Demands typically involve, but are not limited to:

Hearing and Speaking:

- Hear, understand and respond to verbal information in person, by phone, and by radio
- Speak clearly and concisely in English
- Hear, understand and respond using multi-line telephone systems, intercoms and other communications equipment

Seeing and Reading:

- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including multi-line telephone systems, TTY machines, and computer monitors

Mental acuity and alertness:

- Think and apply judgment, discretion, initiative and organizational skills in doing work
- Understand and respond to complex concepts, information, instructions such as policies, procedures, laws, regulations, etc.
- Handle frequent interpersonal interactions and complaints, including those that may be stressful or sensitive in nature, with tact and diplomacy
- Work overtime hours and on-call as needed. Work odd or irregular hours in case of Emergency Operations Center (EOC) activation
- Manage and accomplish multiple priorities and diverse responsibilities with a high level of accuracy

Manual dexterity and typing:

- Moderately extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in an office setting
- Collate and assemble paperwork or materials or perform similar related tasks and duties
- Performing frequent tasks requiring manual dexterity

Physical dexterity:

- Sit for extended periods of time; stand or walk as necessary
- Bend, reach, file, carry, transport or lift objects or materials that may be up to 25 pounds
- Drive a motor vehicle to perform work-related duties, for general travel to conferences, meetings, and seminars (*NE*)

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FLSA Status:	Non-exempt	Union:	No