



Sweetwater Combined Communications Joint Powers Board

sweetwater911.org

Public Safety Communications Technology Specialist

Basic Functions and Responsibilities:

Full-time position responsible for technical functions related to the operation, support, and maintenance of the technical systems of the Combined Communications Center including but not limited to: regional radio systems, paging systems, enterprise applications, information security, computer services, network communications, and telephony. This position reports to the Information Technology Director. This is a FLSA non-exempt position.

Essential Job Functions:

- Maintains of all the Center's radio systems, computer services, network communications, and information systems.
- Maintains radio equipment and computer systems used by customer agencies.
- Assists the IT Director with short and long term strategic technical needs.
- Ensure that all information technology and communication systems operate according to internal standards, external accrediting agency standards, and regulatory agencies and legal requirements.
- Performs related work, special projects, or other duties as assigned.

Interpersonal Contacts:

Contacts are made both inside and outside the organization. External contacts may include Center customers, outside vendors, governmental personnel, applicants, and citizens. This position may be one of the first contacts many have with the Center and therefore it is critical all interactions are respectful and professional.

Required Knowledge of/Skill in:

- Principles and best practices in information technology and radio communication systems.
- Principles of engineering design and system architecture.
- Principles of critical thinking and work breakdown structure for problem analysis.
- Principles of service and system delivery.
- Broad knowledge of IT infrastructure and communication's architecture.
- Knowledge of critical facility components such as emergency generator, UPS system, DC power plant, and HVAC systems.
- Principles of public safety customer service.
- Principles of accountability for work of self and technical function, including work status reporting and performance measurement.
- Knowledge of radio and information technology industries and trends.

Required Ability to:

- Meet Criminal Justice Information Security Policy (CJIS) background requirements at time of hire and throughout employment.
- Train Combined Communications Center staff.
- Maintain updated knowledge of relevant radio and information technologies.
- Work independently with minimal supervision.
- Correct use and fluency in the English language both oral and written including spelling, grammar, and punctuation.



- Read and comprehend technical and narrative diagrams and schematics.

Required Ability to (continued):

- Coordinate multiple priorities and completing demands on time.
- Work collaboratively and cooperatively with co-workers and personnel from customer agencies.
- Present ideas and recommendations in a clear and concise manner.
- Communicate effectively both orally and in writing.
- Be reliable, dependable, and report for work on a consistent basis.
- Be customer service focused.

Required Education and Experience:

- Bachelor's Degree in Information Systems, Engineering, or related areas from an accredited institution
OR
- Any combination of relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities listed.

Desired Qualifications:

- Three (3) years of paid experience in a public sector 911 dispatch center or relevant capacity.
- Three (3) years of experience in radio technology setting.
- Five (5) years of experience in information technology setting.

License or Certificate:

- Must possess a valid driver's license recognized by the State of Wyoming. Must obtain a Wyoming State Driver's License within one (1) year of employment if not already issued by the State, and have a good driving record.

Physical Demands:

- Moderately quiet office environment with frequent interruptions.
- Ability to travel, sometimes overnight, by auto or aircraft.
- Lifting, carrying, and pushing objects weighing up to 50 pounds.
- Dexterity of hands and fingers to operate computers, computer boards, computer keyboards, tools, and wiring.
- Sitting for extended periods of time working at a computer keyboard.
- Bending, kneeling, and crawling to reach computer electrical or wiring connections.
- Vision, specifically to include up close, distance, color, and peripheral; depth perception, and ability to adjust focus.
- Hearing and speaking to exchange information.

Other Requirements:

- Must reside within a 25-mile radius of the Sweetwater Combined Communications Center in Green River, WY