



JOB OPPORTUNITY #: 888-2703
RADIO NETWORK TECHNICIAN /
SYSTEMS SUPPORT ANALYST
IT-911/EMERGENCY MANAGEMENT

Responsibilities: Supports the overall technical operation of county communication systems including wireless systems serving public safety and individual county departments. Installs, adjusts and maintains county electronic communications equipment including but not limited to: mobile, portable, and fixed two-way radio transmitters and receivers; point-to-point microwave radio systems; radio dispatch consoles and related control systems. Manages service requests from all departments and prioritizes and schedules installations, repairs, and preventative maintenance of equipment; maintains service records and prepares related reports. Diagnoses problems, troubleshoots electronic equipment, and performs technical repairs at both system and component level. Operates and maintains digital and analog electronic test equipment working in shop and field settings. Orders parts and materials as necessary to maintain inventory for routine and emergency maintenance and repairs. Outfits, repairs, and maintains communication sites including radio transmitters, receivers and control equipment. Coordinates service on tower mounted antennas, shelter equipment and standby power generators and wiring. Attends seminars/trainings as assigned to upgrade skills and provide contemporary service to the county. Answers questions and provides information to user agencies and other interested stakeholders regarding communications services. Represents the county at meetings as requested; serves on various committees. Provides information and assistance to other departments, outside agencies, and the public on assigned functions. Works as assigned during an emergency activation of county Emergency Operations Center. Participates in county and regional emergency management exercises. Duties are performed in an office setting and outdoors in all weather conditions.

Perform a variety of professional level duties to support information technology systems and programs in assigned area; serve as liaison between system users and information systems staff in the development, implementation, administration, and maintenance of information systems, computer programs, and software applications. Respond to requests from users regarding system operations; provide solutions to operations problems; refer users to appropriate staff member. Develop written technical documentation, internal operating procedures, and user manuals and instructions; develop instructional materials, and conduct training programs on software applications; update technical and training manuals as required. Install and maintain application software and computer hardware; provide technical assistance to system users in accordance with applicable information systems policies, procedures, methods and techniques; troubleshoot and rectify application software problems; evaluate new software/hardware and recommend changes as needed prepare and update user manuals and system documentation. Participate in the evaluation and testing of system upgrades; install or upgrade software applications as directed; troubleshoot hardware and software related problems; coordinate and document testing for new or revised software applications; assist in deployment of new applications in assigned areas.

Status: Full Time, Non-Exempt, Benefitted

Working hours: Primarily Monday – Friday, 8:00 am – 5:00 pm; On Call

Qualifications: Two year technical degree in Computer Science or a related field and at least one year of experience in one or more of the following: the operation and maintenance of Two-way Radio Systems and peripherals; the operation of a service desk; the operation and maintenance of network computer equipment; the operation, maintenance and administration of a radio network **OR**, in lieu of the technical degree, an additional 2 years of experience in one or more of the areas mentioned above. Practical field experience preferred. Must have transportation and a valid Missouri Operator’s License. Must be able to perform physical activities, such as, but not limited to, lifting heavy equipment (up to 50 lbs and push/pull up to 100 lbs), bending, standing, climbing and walking. Must be able to sit for prolonged periods of time in front computer systems. The selected candidate will be required to pass a criminal history background check and/or fingerprinting with NCIC background check.

Starting Salary Range: \$42,473.60 - \$47,424.00

Deadline for Application: Applications will be accepted until the posting is removed.

Apply online at www.showmeboone.com or call (573) 886-4128 if you have questions. Please call in advance if special accommodations are required in order to apply. Benefits include 100% County paid medical and dental employee insurance premium, pre-tax savings program, 2 weeks vacation, 13 paid holidays, matching deferred compensation plan and retirement plans. To see a complete list of posted positions, submit an online application or to download the application, log on to www.showmeboone.com.

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