



Public Safety Systems Technician (T2)

Kitsap 911 is recruiting for a Public Safety Systems Technician at our emergency dispatch center located in Bremerton. This is an entry-level, full-time, temporary, 2 year position, with the potential to become a regular position. Benefits include a competitive wage and medical, dental, paid sick and vacation, and PERS retirement.

Salary range: \$27.95-\$36.94

To apply visit Kitsap911.org

Open until filed with first review on 02/16/18

Potential Start date of 04/08/18

Job Description:

Systems Technicians possess entry level understanding of the technology used and operated by Kitsap 911 and the agencies it serves within both the radio and IT disciplines of the Technical Services Group. Incumbents are also responsible for Kitsap911's Technology Help Desk for internal and external users. Help Desk support provides assistance troubleshooting and resolving issues and/or referring issues to the proper colleague or vendor for resolution and issue tracking via a work order system. Additional responsibilities can include configuring software, setting up hardware and peripherals, and providing technical advice regarding the use of computers software, hardware, and peripherals.

Additional duties may include warehouse maintenance and organization, inventory control, general facilities maintenance, cable management, and grounds maintenance.

The Public Safety Systems Technician may also assist with administration and maintenance of the Geographical Information Systems and Enhanced 9-1-1 Master-Street Address Guide (MSAG) program.

Incumbents may be asked to assist with or take responsibility for some tasks, projects, assignments or duties of higher level jobs within this series from both the IT and Radio focuses, with the goal of educating, training, and preparing incumbents for higher level responsibilities/jobs.

Incumbents have some decision making authority about specific tasks and projects, and generally must confer with supervision and or senior technicians/engineers before making changes or taking a direction with implications beyond routine tasks or assignments as appropriate.

This position supports a 24x7 facility and may require the incumbent to work weekends, holidays, and/or outside of the scheduled work hours. Additionally, incumbents will be responsible for participation in an on call rotation and will be expected to respond to emergency support requests as required.



Position Requirements:

The preferred requirements for the Public Safety Systems Technician position may vary based on expected position assignment.

Systems Technician Minimum Qualifications:

High school graduate or GED holder AND two (2) years' practical work experience in either an operations or technical position involving one or more of the following:

- Personal computer maintenance
- Technical help desk
- Graphical information Systems (GIS)
- Radio communications
- Any equivalent combination of experience or education that demonstrates the requisite background or potential for success in this class may be considered.

Other Minimum Qualifications:

- Possess and maintain a valid Washington State Driver's License
- Possess a ready and dependable means of transportation
- Possess a private telephone line with reliable 24-hour availability (can be a cellular phone)
- Successfully pass each part of a multi-phase pre-employment examination, which includes medical/fitness and drug test examinations, as well as a criminal background check that includes a national fingerprint check through law enforcement.
- Submit official transcripts from an accredited school or technical school, or proof of completion of specific training, education, or certification if education is being used as a qualifying equivalent, or if jobs require specific certification.
- Reliably appear for scheduled work with regular, predictable and punctual attendance
- Type sufficiently to accurately operate equipment and technologies, prepare documents, spreadsheets and presentations using Microsoft Office and other software. Be capable of performing addition, subtraction, multiplication and division without the use of a computer or calculator
- Use Microsoft Office software and advanced features and functions
- Consistently demonstrate initiative and good judgement
- Work calmly and effectively with frustrated users, while instilling confidence that solutions will be found and implemented soon.
- Skillfully build consensus and arrive at resolution among a diverse group of individuals
- Skillfully navigate and support multiple simultaneous projects

Systems Technician Preferred Qualifications:

- High school graduation or GED AND completion of training at an accredited college or technical school with training in computers or electronics.
- Basic experience with mapping systems and/or ESRI GIS/Mapping Software
- Basic experience working in a helpdesk/customer support role for computers or electronics



- Basic knowledge of VHF, UHF, and microwave equipment
- Basic knowledge of Active Directory
- Basic knowledge of programming and/or scripting languages such as:
 - Structured Query Language (SQL) specifically Microsoft SQL (MSSQL) and MYSQL
 - HTML
 - Powershell
 - VBS
- Basic experience with
 - Microsoft Windows workstation and server operating systems
 - Microsoft Office Products such as Word, Excel, Powerpoint
 - TCP/IP based networking
 - Operation and maintenance of computer workstations and related peripherals and associated software.
- Basic experience performing facilities maintenance on one or more of the following:
 - Battery backups
 - Generators
 - HVAC systems
 - General building repairs such as replacing door locks, florescent lights, etc.

Working Environment/Physical Requirements:

Work generally takes place in an indoor climate-controlled environment, but routinely and regularly requires travel to other, sometimes outside, environments, including remote radio communication site locations.

Position requires the ability to:

- Both sit and stand for extended periods
- Kneel, crawl, lay on back, side and stomach, and climb ladders
- Use repetitive motions while entering information in to a keyboard
- Have vision, depth perception, and peripheral vision sufficient to read computer screen data, distinguish colors, read blueprints, schematics, wiring diagrams, etc.
- Exert force of 50 pounds occasionally, and push, carry, pull and lift up to 25 pounds frequently, unassisted.
- Bend, stoop, and reach while installing or inspecting equipment.
- Grasp and handle documents and paper
- Speak and hear sufficiently to communicate effectively and accurately, and respond appropriately in person and using the phone.
- Work mandatory overtime, and report to work regardless of weather conditions. Some shifts/jobs may require working or being on-call nights, weekends and holidays. Incumbents may be subject to emergency and/or unplanned response or call out.
- Walk short distances frequently, and over various types of terrain in all weather conditions.



- Tolerate exposure to computer monitors, electronic equipment, high noise and sound levels (i.e. tones and alarms).

IMPORTANT INFORMATION ABOUT CRIMINAL CONVICTIONS AND DRUG USE

HIRING STANDARDS APPLY

Kitsap 911 is a consolidated 911/public safety dispatch center. As such, all Kitsap 911 employees have access to sensitive law enforcement information, critical public safety infrastructure, or both. Further, employees assigned to Kitsap 911's Operations (dispatch), Information Technology, and Administrative divisions who have access to the National Criminal Information Computer System must meet minimum criminal history standards established by the FBI and Washington State Patrol. Because of the sensitive nature of these positions and responsibility placed on the personnel, a thorough background investigation is completed. The background investigation includes reference checks, interviews, criminal history, driving history, drug screening, and other miscellaneous categories. Any attempt to conceal or misrepresent information solicited during the selection process will result in disqualification.

Criminal Conviction Standards

The following convictions disqualify the individual for employment, unless the Kitsap 911 Director determines that extenuating circumstances exist where the severity of the offense and the time that has passed would support a variance.

- Felony conviction of any kind.
- Misdemeanor conviction over the age of 21 involving use or possession of firearms in the commission of a crime, crime of violence (for example assault and domestic violence), sex offense, fraud.
- Other than those identified above, misdemeanor convictions over the age of 21 may be considered on a case-by-case basis provided they did not occur within the last seven (7) years.
- Misdemeanor convictions under the age of 21 may be considered on a case-by-case basis provided they did not occur within the last five (5) years.

For this purpose, the term "conviction" shall include any disposition adverse to the subject, except a decision not to prosecute, a dismissal, or acquittal; provided, however, that a dismissal entered after a



period of probation, suspension, or deferral of prosecution or sentence shall be considered a disposition adverse to the subject.

Drug Possession/Usage

The following drug possession/use disqualifies the individual for employment, unless the Kitsap 911 Director determines that extenuating circumstances exist that would support a variance, considering the severity of the offense and the time that has passed.

"Possession" is defined as having actual physical control of any illegal (non-prescribed) drug for personal use or otherwise.

"Use" is defined as: trying, testing, or experimenting, which includes, but is not limited to tasting, smoking, injecting, absorbing, sniffing, or inhaling.

This standard applies to synthetic versions of Schedule 1-5 drugs:

- Trafficking, selling, offering to sell, or transporting for sale of any illegal drugs, regardless of time frame.
- Use or possession of any non-prescribed Schedule 1-5 drugs (except legal use or possession of Marijuana/Hashish) over five (5) times combined.
- Use or possession of any non-prescribed Schedule 1 – 5 drugs (except legal use or possession of Marijuana/Hashish) in the last three (3) years.
- Use or possession of Opiates or Heroin, regardless of time frame.
- Injection of any non-prescribed drugs, regardless of time frame.
- Use or possession of marijuana/hashish within the last one (1) year, regardless of age.
- Drug use or possession of any non-prescribed Schedule 1-5 drugs after submitting a application, while employed, or after having been employed by a law enforcement agency, (including military law enforcement), regardless of time frame.
- Intentional inhalation (huffed) of any aerosol or substance (nitrous oxide, whippets, paint, glue, DXM, etc) in the last three (3) years.

Examples of schedule 1-5 drugs include, but not limited to:

Schedule 1 (RCW 69.50.204) - Examples could include: Codeine, Heroin, Morphine, Ecstasy, LSD, Peyote, GHB, Methaqualone, Marijuana/Cannabis, etc.



Schedule 2 (RCW 69.50.206) - Examples could include: Opium, Cocaine, Codeine, Hydrocodone, Oxycodone, Methadone, Methamphetamine, Amphetamine, Depressants, Hallucinogenic substances, etc.

Schedule 3 (RCW 69.50.208) - Examples could include: Stimulants, Depressants, Hallucinogens, Ketamine, Anabolic steroids, Hallucinogenic substances, etc.

Schedule 4 (RCW 69.50.210) - Examples could include: Barbitol, Diazepam, Fludiazepam, Halazepam, Lorazepam, Phenobarbital, etc.

Schedule 5 (RCW 69.50.212) – Examples could include: Pyrovalerone, Lacosamid, Pregabalin and compounds containing limited amounts of narcotic drugs.

ADDITIONAL DATA

- This position is covered under a collective bargaining agreement (CBA) with the Kitsap 911 Employee's Guild. Union membership or service fee obligation is mandatory within thirty (30) days of employment. This includes a monthly fee and may be subject to an initiation fee.
- Classified as exempt under the Fair Labor Standards Act (FLSA)
- Kitsap 911 participates in E-Verify
- Kitsap 911 is an Equal Opportunity Employer (CALEA 4.1.4 c)