

LEE COUNTY POSITION ANNOUNCEMENT

POSITION: Public Safety IT Systems Engineer

SALARY RANGE: \$41,538 – \$66,045 Grade 68

General Definition of Work

Performs difficult skilled technical work administering county systems and operations of the County's public safety information systems and facilities. Supports the Computer Aided Dispatch (CAD) System, Mobile Data Information System (MDIS), Sheriff and Jail Record Databases, Emergency Operations Center, and all associated software, hardware, and network support for both the Sheriff and Jail as well as the Emergency Management Department and Register of Deeds Office; ensures critical public safety systems function efficiently and effectively on a 24/7 basis. Work is performed under the daily supervision of the IT Network/Systems Administrator. Reports to the Director of Information Technology.

Essential Functions

Directs, manages, and coordinates the activities and operations of the County's public safety information systems and facilities as they relate to Information Systems, which will include the computer Aided Dispatch (CAD) System, Mobile Data Information System (MDIS), Sheriff and Jail Record Databases and Emergency Operations Center and associated emergency responder staff technology. Provides network, software, and hardware support for the Sheriff and Jail, Emergency Management Department and the Register of Deeds' Offices. Supports the Network Administrator in storage area network and VMware related tasks and Windows server and computer network tasks and implementations. Sets up and manages email accounts on new employees or terminations or name changes. Collects serial numbers, asset tags, and licensing materials from hardware devices as needed. Maintains, supports, and administers help desk software including web server applications and hardware. Administers and maintains user connectivity to the local and wide area network via routers, switches, fiber, DSL and TI connections, etc. Creates, sets up, and maintains any network and local user identification, passwords, and additional information for accessing network resources, mail, and other network applications. Installs, maintains, and supports all software applications that reside on user's personal desktops, laptops, and tablets

Installs, maintains, repairs, and supports all printing hardware and software used in the day-to-day operations of government.

Knowledge, Skills and Abilities

Thorough knowledge of the operation, uses, manuals, standard best practices and capabilities of electronic data processing equipment; thorough knowledge of hardware and software procedures and techniques; general knowledge of the operation of personal computers; ability to understand and carry out written and oral instructions; ability to analyze software or hardware programs and make minor adjustments; ability to operate standard tools of the trade; ability to manage data in a complex Ethernet network environment; ability to establish and maintain effective working relationships with associates.

Education and Experience

Bachelor's degree with major coursework in information technology, or related field and considerable experience in information system administration, helpdesk support with some experience working with public safety information technology, or an equivalent combination of education and experience.

Application Process:

Submit completed Lee County application with resume and cover letter to the Human Resources Office, 408 Summit Drive /PO Box 1968, Sanford, NC 27331. Position is open until filled. **Pre-employment drug screening is required.** For more information visit our website: www.leecountync.gov

EQUAL OPPORTUNITY EMPLOYER