J O B  D E S C R I P T I O N  
M A R S H A L L  C O U N T Y ,  A L A B A M A  

EMA Information Technology/Communication Systems Analyst  

J O B  G R A D E :  111  
J O B  C O D E :  156  

Department: Emergency Management Agency  
Reports To: EMA Director  
Date: July 2020  
FLSA: Non-Exempt  
DOT Ref: 13-1081.01, 43-5081.03, 49-2012-01, 49-2021.00, 030.167-014  

J O B  D E S C R I P T I O N  

The purpose of this position is to maintain existing computer systems and networks, develop software, provide security for computer systems as well as resolve Information Technology issues, and other types of technical support such as phone systems (VOIP) and computer-based Emergency Notification Systems (ROIP). Monitor and maintain interoperable communications systems to include infrastructure as well as all radios and perform maintenance of the outdoor siren warning system. Maintain and assist with build out and expansion of Interoperable Communication Systems.  

E S S E N T I A L  J O B  F U N C T I O N S  

A. Determine overall needs of the EMA department computer systems and network capabilities in support of all command and control functions; both internal and external to the operations.  

1. Maintain IT Infrastructure, servers, switches, routers, WI-FI access points.  
2. Install upgrades and patches on personal computer operating systems.  
3. Perform or oversee regular maintenance operations in order to minimize down time of computer system.  
4. Provide Hardware support (computers, notebooks, printers, etc.) provide email support for all operations.  
5. Software support (OS, applications, MS Office, etc.)  
6. Database design, Maintenance and Support.  
7. Web Page development and maintenance.  
8. Create, issue and maintain Identification Badges.  
9. Salamander Application support as well as other EMA Applications that are added to support operations.  
10. Maintain Sound System and Video System for Emergency Operations Center activation and training.  
11. Assist in identifying software and hardware issues and needs to support the EMA Office both fixed and mobile operations to include the Emergency Operations Center (EOC) multi-functions.  
12. Prepare workflow charts and diagrams to specify operations to be performed by equipment and computer programs and operations to be performed by personnel in the system.  
13. Establish and maintain internet connectivity both primary and secondary.  
14. Testing and assessing new technology, training staff on software and equipment.  
15. Plan and prepare technical reports, memoranda, and instructional manuals as documentation of program development and for use in training.  
16. Assist the Director in preparing cost estimates for projects and grant applications.  

B. Write procedures for and train personnel on correct operation and use of equipment:  

1. Coordinate with EMA Director and staff on all matters relating to Data bases and Network File System.  
2. Assist with training for new web-based information and cloud-based systems and networks both internal and external (i.e. FEMA, Alabama Emergency Management Agency and others). Monitor and evaluate effectiveness of all installed systems, including complex systems sus as internal Geographic Information System.
3. Work in conjunction with the Marshall County IT Department in coordinating all Information Technologies integration

C. Ensure all communications equipment (radios, radio integration equipment, towers both fixed and mobile, cellular devices) and outdoor siren system are fully functional:

1. Maintain regular maintenance schedule for all communication equipment.
2. Assist in maintaining accurate inventory of all communications equipment.
3. Troubleshoot, install, repair or arrange for repairs as needed for communications equipment to include radios, towers (fixed and mobile), repeaters (fixed and mobile, and outdoor Sirens (Whelen Models), cellular devices).
4. Maintain and keep up to date the Siren System software, hardware and encoder equipment.
6. Install radio equipment for other county departments as needed.
7. Write service plans, order parts and maintain parts inventories.
8. Cellular phone set up, maintenance and support.
9. Phone System, maintenance and support.
10. Maintain and support Everbridge, Verizon PTT, and Tango-Tango databases and operations.
11. Coordinate with EMA Director on all matters relating to communication equipment, capabilities, services and operations.
12. Assist in writing and editing portions of Emergency Operations Plans, Exercise Plans and other documents relating to communication equipment.

D. Provide logistical support for all emergency management operations:

1. Maintain equipment and vehicle operational readiness, maintenance and repair.
2. Train personnel on correct operation and use of vehicles and equipment.
3. Maintain EMA supplies needed for non-emergency, emergency and disaster situations. Prepare reports, communicate information inside and outside of agency, and maintain files as needed.
4. Direct inmate labor in assisting with performing maintenance operations.

E. Rotate as duty officer and assist with Emergency Operations Center (EOC) activations and operations.

1. Assist with severe weather operations, damage assessments and other emergency call out situations such as Hazardous Material Spills, Airplane Crashes, Pandemics and others.
2. Be available for response operations during Duty Officer rotation and during times of disaster and/or emergency response needs.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of modern information processing techniques and systems analysis.
- Knowledge of the capabilities and operating requirements of various computer platforms functioning in centralized, distributed, client server and stand-alone environments.
- Knowledge of modern applications of computer technology to problems in the EMA workplace.
- Ability to plan, organize and conduct systems analysis and evaluate administrative processes and procedures.
- Ability to efficiently monitor program development and thoroughly document necessary stem modification and enhancement.
- Ability to translate technical terminology into terms understandable to management and employees.
- Ability to establish effective working relationships with employees and department heads.
- Ability to think logically for interpreting and analyzing problems assigned or encountered.
- Thorough knowledge of the design, installation, maintenance and repair of electronic and communications equipment.
- Thorough knowledge of the proper methods of operating two-way radios, warning devices, bridges, repeaters and other emergency communications equipment.
- Thorough knowledge of the standard practices, tools and equipment of technical electronics work.
- Ability to diagnose and solve problems in faulty electronic and communications equipment.
- Ability to read and interpret electronic schematics, wiring diagrams and technical manuals.
- Knowledge of operating procedures and current Federal Communications Commission (FCC) regulations governing emergency service communications.
- Ability to prepare written plans and other materials relating to the development of emergency communications system and operation of facilities and equipment.
- Skill in the installation of telephone and video equipment.
- Skill in the installation, operation, and maintenance of radio transmitters, receivers, and accessory equipment.
- Ability to analyze user requirements, procedures, and problems to automate or improve existing IT systems and review computer system capabilities, workflow, and scheduling limitations.
- Ability to test, maintain and monitor computer programs and systems, including coordinating the installation of computer programs and systems.
- Ability to determine computer software or hardware needed to set up or alter existing IT system.
- Knowledge of PC Window’s operating systems environment and Network Management.
- Knowledge of Photoshop, Adobe Acrobat, MS Suite especially Word, Excel and Outlook.
- Ability to maintain regular and prompt attendance.
- Ability to work well with others and work well as a team.
- Ability to establish and maintain effective working relationships with public officials, employees, volunteers, the media and the general public.

SPECIAL REQUIREMENTS

- Completion of the FEMA NIMS Required On-Line Courses.
- Completion of the FEMA Incident Command Class Room Courses and the Homeland Security Exercise Evaluation Program (HSEEP).
- Possession of, or ability to obtain, an amateur radio general class license.
- Ability to lift at least fifty (50) pounds.
- Ability to climb and stand on a ladder at least twenty (20) feet high.
- Ability to work from a bucket attached to an aerial lift of seventy (70) feet high.
- Ability to stoop, bend or lay within floor crawl space areas.
- Ability to operate large vehicles, operate forklift, pallet jack, and hook and tow large pieces of equipment, including utility and equipment trailers.

MINIMUM QUALIFICATIONS

- Bachelor’s or Associate’s degree in computer science or related field plus four years of experience in systems analysis, design, development and maintenance, writing programs and System application or other large-scale applications or any combination of education, training and experience which provides the requisite knowledge, skills and abilities for the Information Technology portion of this job.
- At least two (2) years of experience with radio communications and operations; or any combination of education, training and experience which provides the requisite knowledge, skills and abilities for the communications portion of this job.
- Must possess and maintain a valid State of Alabama driver’s license and a driving record suitable for insurability.

NOTE: Work involves working extended and unusual hours, including weekends, holidays, and/or off-hour shifts during emergencies or disaster situations and during training programs, preparedness exercises and public outreach events.

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the ADA) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities duties or responsibilities required of an incumbent. An incumbent may be asked to perform other duties as required. This job description reflects management’s assignment of essential functions and position responsibilities. Nothing in this job description restricts management’s rights to assign or reassign duties and responsibilities to this job at any time. Incumbent must be able to perform the essential functions of this position with or without reasonable accommodation.