JOB DESCRIPTION

Job Title: Information Technology Applications Administrator	**Date Created:** 06/20/2018
Department: Information Technology Department	**Date Revised:** 11/11/2022
Division:	**Salary**: $67,296.00 - $93,892.00
Grade: 30	**FLSA:** Exempt

Summary of Duties: The Information Technology Application Administrator, sets up, troubleshoots, and maintains applications utilized by North Texas Emergency Communications Center (NTECC) staff and member cities; assists users with Information Technology needs and questions. Demonstrates a strong leadership presence that promotes the NTECC mission, vision, and strategic plans. This position works with considerable independence under the general supervision of the Information Technology Manager and collaborates with NTECC personnel as well as customers.

Essential Job Functions:

- Installs and supports computer applications utilized by NTECC staff and member cities public safety staff; implements new products and system updates; coordinates with outside vendors and contractors.
- Configure and monitor the Computer Aided Dispatch (CAD) applications performance; assist in performing regular system maintenance; monitor CAD applications for irregularities or security vulnerabilities and work with NTECC IT staff to resolve any technical issues or requirements.
- Assists users with set up, use, and optimization of computer technology including computers, printers, telephones, mobile devices, computer software, network equipment, and dispatch consoles.
- Participates in meetings with vendors related to IT needs and projects; works with NTECC IT staff on IT projects, system and network upgrades, and infrastructure repairs.
- Tracks and prioritizes work orders; corresponds with users on questions and requests; incorporates user feedback into problem solving, work order documentation, and work order resolution.
- Must be available to respond to critical issues during non-business hours.
- Participates in the development and review of policies, procedures, and guidelines for the NTECC.
- Contributes to the development of the annual budget.
- Supports the NTECC culture by assisting co-workers as needed with guidance and training.
- Supports the relationship between the NTECC and the public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and NTECC staff.
- Maintains a high level of confidential and sensitive information in a discrete and professional manner.
- Maintains the integrity, professionalism, values, and goals of the NTECC by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- Punctual and regular attendance to/at work; work the assigned schedule and comply with the timekeeping policies and procedures. Able to work in a 24/7 work environment (weekends, holidays, inclement weather) and any shift (day or night). Must be available to respond to critical issues during non-business hours.
- Performs other duties as assigned.

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. All listed qualifications, skills, knowledge, and abilities are considered essential and required.

Knowledge and Skills:

- Ability to collaborate and work with a diverse team and within the policies, guidelines, and the NTECC culture, including the core values of trust, professionalism, accurate and timely, compassion, teamwork, and our people.
- Ability to address multiple demands simultaneously; prioritize work and respond to difficult situations under stress of time or circumstances; remain professional and operate effectively in high stress situations.

- Knowledge of the principles and practices of computer application installation, setup, and troubleshooting of assigned equipment. Knowledge of public safety applications, strategies, practices, technologies, and systems.
- Safety hazards and appropriate precautions applicable to work assignments.
- Principles, practices, and methods related to the design and implementation of servers, networks, systems, programming, and troubleshooting techniques.

Minimum Qualifications and Conditions of Employment:
- Education: High School diploma or GED.
- Experience: CAD applications, HTML, SQL, Microsoft Windows AD, and Microsoft Office 365 Products.
- Must be at least 18 years of age.
- Must pass all applicable pre-employment screenings to include a drug screen and background investigation.
- Communicating clearly and concisely verbally, and relaying details accurately.
- Must read, write, and speak English.
- A valid Texas Driver's License may be required or be able to obtain one within 90 days of employment.
- Must be able to pass FBI criminal background fingerprint check and comply with state and federal requirements for criminal justice information security standards.

Any work-related experience resulting in acceptable proficiency levels in the above Minimum Qualifications is an acceptable substitute for the above specified education and experience requirements.

License and Certification:
- Certifications include: Level 4 CJIS.
- Position requires successful completion of all required certifications within 30 days.
- Depending on the needs of the NTECC, additional licenses and certifications may be required.

Physical Demands and Working environment:

Work performed is primarily an office classification in a call center/dispatch environment, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone and radio. Positions in this classification occasionally (daily, weekly, or monthly) bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees may be required to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The position also requires meeting the essential requirements of the Physical Demands and Working Conditions, with or without reasonable accommodation. Work is performed in a fast paced, high volume call center environment; incumbents must remain alert and responsive while coordinating stressful situations in a fluid and dynamic work environment.

The above statements are intended to describe the general nature and level of work being performed and are not intended to be an exhaustive list of all responsibilities, duties and skills which may be required. NTECC is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation, veteran status, genetic information, or any protected class in accordance with the law. NTECC provides reasonable accommodation for its employees and the public with disabilities, including veterans. For more information, please contact NTECC Administrative Services.