

Information Technology Support Specialist

Washington County Emergency Communications District – Johnson City, TN

Job description

Washington County Emergency Communications District is seeking a service-oriented and self-motivated professional to join the Washington County 9-1-1 Information Technology department. The nature of the work involves various computer software, hardware, networking and includes radio and paging. Duties would include maintaining and monitoring these systems and networks for the District. Must be able to solve technical issues, collaborate with team members across departments and vendors, regularly updating and maintaining multiple databases, and developing additional skills as trends in Information Technology evolve.

Minimum Qualifications

- Associate or bachelor's degree in computer science, information technology or a combination of experience in a related field
- 1+ years of experience in a technical support role preferred
- Required to develop a high level of comprehension and understanding of the operation of 911 Public Safety Answering Point (PSAP) operations
- Certifications are preferred, but not required
- Working knowledge and expertise with a variety of software, hardware, and applications
- Willingness to solve complicated problems and see projects through to completion
- Analytical skills to evaluate problems, identify, implement and document solutions
- Team-oriented attitude to help other colleagues and departments with technical problems
- Strong interpersonal communication and relationship-building skills
- Strong technical skills in areas of network administration, database management, and cybersecurity.
- On-call and/or after-hours support calls required
- Available to work altered schedules for system maintenance updates or upgrades
- Travel may be required
- Ability to manage time and effectively prioritize numerous projects at one time
- Required to have a valid driver's license, high school diploma or GED.
- Applicants are required to complete a background check.
- To learn more and fill out an application, please visit our website www.wc911.org.

Job Type: Full-time

Pay: Starting at \$62,000

Benefits:

- Retirement plan
- Health/Vision/Dental/Life insurance
- Annual Vacation, Sick Benefits, and Paid Holidays

Schedule:

- 8-hour shift
- After hour IT Support calls and/or On-Call.

Education:

- High School Diploma
- Associate or bachelor's Degree

Experience:

- Technical support: 1 +year

Please submit resume to: resume@wc911.org