Smith County ESD2 JOB DESCRIPTION

WIRELESS TECHNICIAN

GENERAL PURPOSE

Under the general supervision of the I.T. Manager, performs complex professional work with computer hardware and network systems. Installs and supports radios, microwave antennas, and network operations; provides hardware implementation; provides problem solving; and ensures systems efficiency and integrity.

EXAMPLE OF DUTIES

- Provides quality end-user support by chat, email, phone and in-person.
- Answer phones for I.T. department.
- Provides advanced hardware support for I.T. systems as delegated by supervisor.
- Resolves helpdesk tickets, resets users' passwords, escalates tickets if request is beyond scope.
- Identifies and corrects operational problems on technology systems.
- Assembles and installs hardware such as microwave antennas and radios, investigates and resolves routine hardware and communications problems.
- Repair of equipment such as Mobile Devices, Gas Detectors, Radios, etc. (Training provide for specialty equipment)
- Assists in network monitoring.
- Perform on location support for incident management operations during Incident Management Team deployments, Emergency Operation Center Activations and during Lean Forward situations.
- Assists with Network Management including implementation and wiring, overall network operation. As well as assisting with LAN/WAN System integrity and security.
- Assists with installation and configuration of network hardware.
- Runs monthly reports for the I.T. Manager.
- Reports the amount of wireless network downtime to the I.T. Manager.
- Assists the I.T. Manager in preparing the I.T. budget request by recommending purchases of hardware and software needed to operate the network, servers and desktop PCs.
- Primary for tower climbs to install and maintain radio and microwave equipment.
- Performs other related duties as required or assigned by the I.T. Manager.

RESPONSIBLE FOR

- All Radios, Repeaters and Patching systems, Fixed, Portable and Mobile
- Apparatus Tablets, MDTs (Mobile Data Terminals) and WWAN modems
- KnoxBox key retention and drug storage devices and software.
- Operations, Checkoff, and Maintenance of the Mobile Command Platform.
- Operations, Checkoff and Maintenance of the Mobile Tower Platform.
- Tower Sites and Equipment.
- Dashcams and Fleet Telemetric systems.

MINIMUM QUALIFICATIONS

Education and Experience

- High School Diploma or GED
- NIMS 100, 200, and 800
- Hold or Obtain within 6 months the following certifications or equivalent: Fundamentals of RF / EME Awareness, Hazard Communications, Hazard Awareness for Telecom Sites and Intro to Tower Climbing and Rescue

Special Requirements

- Four weekdays 7am-4pm, and one weekend day 8am-5pm
- Hold or Obtain a minimum of one (1) certifications from any of the following Software and Hardware vendors within one (1) year.
  - Barracuda Networks (Preferred)
  - Microsoft
  - Dell
  - HP
  - VMWare (Preferred)
  - 3xLogic (Preferred)
  - C-COM Satellite Systems Inc.
  - Ubiquiti

Necessary Knowledge, Skills and Abilities

- Must have a working knowledge of LAN topologies and architectures.
- Working knowledge of computer fundamentals, thorough knowledge of computer and peripheral and software operations including word processing, spreadsheets.
- Must be able to demonstrate skill in the use and repair of computer equipment.
- Understand and follow oral and written instructions, explain technical material in layman terms, and develop effective working relationships with co-workers, and administration.
- Understands principles of data communications including ethernet, and installation, and problem determination/resolution.
- Ability to climb communications up to 400 feet.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing and spreadsheet software; network equipment and software; fax and copy machine,
- Hand and power tools for network and cabling equipment installation.
- Works with rope and pulley systems.
- Harness and lanyards for tower climbs.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; talk or hear; use hands to, handle, feel objects, tools, or controls; and reach with hands and arms. The employee is regularly required to walk and climb a ladder. The employee must occasionally lift and/or move up to 200 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The employee is required to climb communications towers ranging from 30' to 400' feet. Enter and exit large apparatuses.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed primarily in an outdoor setting. The noise level in the work environment is variable.

DEPT/DIVISION APPROVED BY: _____ DATE:_____

EMPLOYEE'S SIGNATURE: _____ DATE:_____