Telecommunications Systems Analyst

OVERVIEW

The Mercer County Office of Emergency Management seeks a candidate for the position of Telecommunications Systems Analyst. The mission of the Office of Emergency Management is to protect life and property in emergencies. The Telecommunications Systems Analyst will support this mission by performing a variety of complex analytical duties in the development, operation, administration, and support of the agency's technology systems.

RESPONSIBILITIES

- Oversees, supports, and coordinates operations of the Mobile Dispatch Computers in Public Safety vehicles; works with designated subject matter experts from Police, Fire, EMS, IT Departments on system infrastructure.
- Performs a variety of complex analytical duties in the development, operation, administration, and support of the Center's systems.
- Responds to user inquiries on the Centers systems operations; troubleshoots and diagnoses system and user problems escalating to County IT as needed.
- Keeps County IT informed of systems problems being encountered and any new systems being considered.
- Under the direction of County IT manages and troubleshoots system integration including interfaces escalating to County IT when necessary.
- Troubleshoots technical issues and identifies modifications needed in existing applications to meet changing user requirements.
- Troubleshoots, analyses, and resolves system problems. Works proactively to identify potential issues and recommends/implements preventative solutions.
- Confers with staff from various departments and outside agencies to facilitate upgrades as well as solve program, system, operational, and procedures problems; analyzes problems and recommends corrective action; designs, develops and implements solutions; coordinates system activities.
- Tests and supports a variety of specialized system, software, components and devices.
- Participated in the evaluation and testing of new and enhanced CAD applications; installs and/or upgrades CAD software applications; troubleshoots and rectifies software related problems; coordinates and documents testing of new or revised CAD software applications.
- Maintains CAD system security and integrity; monitors security of CAD system and supporting applications; identifies unauthorized access and potential security risks; makes recommendations on security enhancements.

- Maintains familiarity with NIST cybersecurity framework, CJIS security policy, and Mercer County IT policies, advises Mercer County IT of any unmitigated risks, potential or actual violations.
- Assists Mercer County IT staff with network, application, server, ect. troubleshooting by providing onsite assistance to technicians providing remote support,
- Performs technical writing duties in the development, production and maintenance of system documentation, instructional materials and procedural manuals.
- Develops and delivers user training and presentations on new systems and upgrades to internal and external clients.
- Develops, maintains, and exercises CAD business continuity plan and procedures.
- Ability to report to off site locations as required.
- Represents the Center at meetings as requested; serves on various committees.
- Supports the Commission on Accreditation for Law Enforcement Agency (CALEA) accreditation program by assisting municipalities with accreditation as it relates to the Center.
- Maintains high level of confidential and sensitive information in a discrete and professional manner.
- Performs related work, special projects or other duties as assigned.
- Ability to meet CJIS requirements, including maintaining a record free of felony convictions.

SKILLS/ABILITIES

REQUIRED KNOWLEDGE OF/SKILL IN:

- Methods and techniques of hardware and software installation, configuration, and troubleshooting.
- Principles, practices, methods, and techniques used in functional and system analysis.
- Methods and techniques for developing and maintaining technical and functional documentation.
- Principles and practices of system security and administration.
- Principles and methods of customer service.
- Basic understanding of principles and methods of server virtualization.
- Basic understanding of principles and methods of enterprise ethernet networks
- Knowledge of relational data modeling principles and techniques.
- Basic understanding SQL queries.
- Principles and techniques of system monitoring, diagnosing, and troubleshooting.
- Understanding of standard troubleshooting methodologies.
- Understands the methods and techniques of business continuity.
- Self-directed and able to perform task with minimal supervision.
- Display strong inter-personal, verbal and written communication skills.
- Excellent communication skills and the ability to generate concise technical reports.

REQUIRED ABILITY TO:

- Take initiative on variety of issues.
- Coordinate multiple priorities and competing demands on time.

- Demonstrated ability to handle and manage multiple projects and assignments.
- Report for work on a reliable and dependable basis.
- Demonstrate creative thinking and a willingness to learn and execute.
- Demonstrated ability to manage work schedules and project priorities.
- Analyze and solve problems. Learn new technologies and assimilate new information quickly.
- Strong problem-solving skills & attention to detail.
- Coordinate and participate in system analysis, design, and programming.
- Accurately identify and evaluate client software needs and requirements.
- Apply critical thinking, problem solving, and collaborative approaches to improving services.
- Analyze situations thoroughly, identify potential problems, and find effective solutions.
- Interpret applicable laws, regulations, policies and procedures.
- Establish and maintain positive and professional working relationships with managers, coworkers, and customers.
- Present ideas and recommendations in a clear and concise manner written and orally.
- Communicate effectively in English both orally and in writing.
- Strong communication skills, written and verbal.
- Provide excellent interpersonal skills while working collaboratively and cooperatively with co-workers and customers.
- Develop and deliver clear and concise reports for intended audiences.
- Apply appropriate independent initiative, discretion, judgment, and organizational skills to a variety of projects, assignments and situations.
- Strong service orientation.
- Understand and execute complex oral and written instructions. Apply available guidelines, policies or procedures in diverse situations.
- Be "on-call"; carry a cellular phone

SALARY:
$51,000-$68,000

REQUIREMENTS:

Applicants must meet one of the following or a combination of both experience and education. Thirty (30) semester hour credits are equal to one (1) year of relevant experience.

Six (6) years of professional experience in work involving evaluating telecommunications needs of users and establishing basic methods and operational capabilities required to meet those needs; or advising users on the types of telecommunications services available and the relative advantages, limitations, and costs of alternate methods of meeting those needs; or preparing or reviewing program planning for the development, expansion, or modification of telecommunications services; or scheduling and coordinating the actions required to install, staff, and maintain telecommunications services; or evaluating the effectiveness of telecommunications services and recommending or directing actions to improve the availability and efficiency of services; or supervising telecommunications operations, including responsibility for developing plans and methods for improving services or meeting new requirements, and for justifying and administering the resources required to provide adequate services.

OR

Possession of a bachelor's degree from an accredited college or university; and two (2) years of the above-mentioned professional experience.

NOTE: "Professional experience" refers to work that is creative, analytical, evaluative, and interpretive; requires a range and depth of specialized knowledge of the profession's principles, concepts, theories, and practices; and is performed with the authority to act according to one's own judgment and make accurate and informed decisions.

WORKING HOURS:
Full Time

TO APPLY:

Candidate would be subject to all New Jersey Civil Service regulations. Mercer County residency is required within one year of employment. Send application, resume and cover letter to: Alejandra M. Silva, Acting Personnel Director, Mercer County Administration Building, 640 South Broad Street, PO Box 8068, Trenton, NJ 08650-0068 or via e-mail to personnel@mercercounty.org.