



Superstition Fire & Medical District

Job Description

Job Title: Software Administrator & IT Specialist **Department:** Insert Here
Salary Range: [31] \$45,010.13 - \$60,317.88 **FLSA Class:** Non-Exempt

Position Summary:

Administrator of public safety software such as ImageTrend records management, TeleStaff, GIS, and aerial imagery. Assists in day-to-day functions of the Technical Services department by demonstrating a working knowledge of the Fire District's network infrastructure, and troubleshooting issues for end-users

Principle Duties and Responsibilities:

Essential Functions

- Application Administrator: Configures, customizes, schedules updates, tunes, diagnoses/troubleshoots, and look after records management software (RMS) specifically related to ImageTrend and Telestaff.
- Application Administrator: Configures, customizes, schedules updates, tunes, diagnoses/troubleshoots, and take care of Geographical Information System (GIS), ArcView, FireView Dashboard, and Aerial Imagery.
- GIS workflow integration with Mesa GIS Systems coordinators for mapping updates and CAD support with SFMD Data and Pre-Plan integration.
- IT workflow integration with Mesa IT ePCR and MCT configuration.
- Troubleshoots and resolves user requests for assistance with hardware, software, telecommunication systems, Internet, Intranet and network/LAN problems, or escalates/refers to appropriate source.
- Works closely with application development teams and vendors to tune and troubleshoot applications.

- Develops, tests, debugs, implements, documents, and verifies logic of new or modified programs. Assists in the customization of Fire District software(s) and/or customer/internal systems to meet the needs of clients and/or end-users.
- Coordinates problem management activities, such as issue resolution and root cause analysis.
- Develops software related training curriculums, delivers training, and guides employees in the use of new technologies.
- Provides technical software and hardware support to members of the Fire District.
- Establishes and maintains contact with vendors for software support and problem resolution.
- Assists in establishing and maintaining user accounts, files, and rights.
- Develops, updates, and manages documentation (workflow) to support IT functions.
- Plans, organizes, and administers database activities.
- Utilizes helpdesk software to document user issues and follow through with service requests to ensure closure and customer satisfaction.
- Consults with employees to ensure efficient use of computer-related software.
- Ensures that IT-related information is well-organized and accessible.
- Assists in the daily monitoring and maintenance activities of the Technical Services department.

Knowledge, Skills and Abilities

- Knowledge of hardware and technical software operations with an emphasis on Microsoft products.
- Ability to clearly communicate, both verbally and in writing, with management and employees using the English language.
- Ability to maintain a professional demeanor during stressful situations.
- Ability to establish/maintain a strong working relationship with peers, supervisors, and others.
- Ability to drive a personal or District vehicle.
- Knowledge of and an ability to perform the principle duties and responsibilities cited for this position with accuracy and speed under the pressure of time-sensitive deadlines.
- Ability to maintain confidentiality on the network information being processed, stored or accessed.
- Ability to independently work multiple projects while meeting deadlines.
- Ability to stay current on technologies affecting Windows systems infrastructure issues and investigate/implement new technologies.

Minimum Required Qualifications

- Associates Degree in Computer Science or related field from an accredited college or university, or the ability to obtain the degree and meet this requirement within three (3) years of the date of appointment to the position (as a condition of employment).
- Three (3) years' experience with applied advanced knowledge of Microsoft Operating Systems.
- Three (3) years' experience with responsibility in technical software and hardware systems management.
- Experience with Active Directory administration for Windows 2008/2013 systems.
- Arizona Drivers' License with good record.

Preferred Qualifications

- Bachelor Degree in Computer Science or related field from an accredited college or university.
- Public Safety and/or Public Sector work experience.
- Experience with Cisco routers and VoIP.
- Website creation and administration experience.
- Work experience with Microsoft SharePoint.

This job specification should not be construed to imply that these requirements are exclusive standards for the assignment. Incumbents will follow any other instructions, and perform any other related duties as may be required by supervisory personnel. Performance of other essential functions may depend upon work location, assignment and/or shift.

Salary and Benefits:

The District offers an excellent benefit package that includes:

- Paid Vacation and Illness Leave
- Uniform Allowance
- Tuition Reimbursement
- Retirement benefits through Arizona State Retirement System
- Group Insurance benefits available to choose from include:
 - Medical Insurance
 - Dental Insurance
 - Vision Insurance
 - Basic Life/AD&D Insurance – paid by District
 - Supplemental Life/AD&D Insurance
 - Long Term Disability

- Supplemental Insurance
- 457(B) Deferred Compensation Plan and Roth IRA
- Employee Assistance Program – paid by District

SFMD is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.