

**McLennan County 9-1-1 Emergency Assistance District**  
**JOB DESCRIPTION**  
**September 2021**

**POSITION TITLE: TECHNICAL OPERATIONS SPECIALIST**

GENERAL DESCRIPTION

The purpose of the position is to provide comprehensive field support for the District's 9-1-1 technical infrastructure. This position serves as a liaison between the District, partner agencies, and vendors during the installation, service, and maintenance of the following 9-1-1 elements: hardware, software, networks, and other critical systems. May include working after hours, weekends, and holidays, as well as being on call.

ESSENTIAL FUNCTIONS

Monitors all 9-1-1 hardware, software, and networks for any alarms or unusual activity, includes monitoring of all uninterruptible power supply (UPS) systems, LAN/WAN networks, servers, printers, and workstations.

Installs and updates applicable software and ensures the operation of the network, time clock functionality, and uninterruptible power supply (UPS)/battery back-up, and other technical systems.

Quickly responds to calls from partner agencies regarding equipment issues and assesses problem and corrects or coordinates with the appropriate vendor for resolution.

Replaces all hardware and associated peripherals at call centers, including software applications for upgrades, hot-fixes, or patches that need to be performed on existing software.

Assists vendors with scheduling new equipment installation, upgrades of equipment and associated hardware and software.

Installs and/or rearranges cabling, patch panels, network jacks, punch blocks, jumper wires, etc., for new or existing call-taking equipment, including all back-room equipment.

Installs and performs ongoing repairs of network Stratum1 clock servers and associated Stratum1 digital clocks including installation of antennas on building rooftops or other outdoor facilities/structures.

Assists and coordinates with IT technicians at each call center to maintain correct clocking for respective Domain Network Server (DNS) networks, recorders, CADs, radios, and all other synchronized devices.

Participates on special projects and carry out special assignments, as needed and assigned.

Performs on-call duty for possible call-outs to the call centers.

Moves or installs local area network (LAN) laps and cabling for projects.

## QUALIFICATIONS

- Some college level or vocational training in electronics/technical or related field with minimum of five years experience working in communications or IT. Public Safety telecommunications experience preferred but not required.
- Have an intermediate knowledge of Window OS and server systems.
- Must have the ability to troubleshoot problems and learn new systems and interfaces.
- Be able to work independently, without direct supervision, as well as a member of a team as required.
- Be able to work on multiple tasks at once.
- Remain calm and functional during stressful circumstances.
- Work is non-standardized and varied and requires the employee to produce expected results and meet deadlines by determining which procedures to follow
- Should have the ability to communicate effectively, both verbally and in written form.
- Should possess critical thinking skills and problem-solving abilities.
- Must be capable of physical work such as climbing ladders, crawling under desks, and lifting up to 50 pounds.
- Must obtain vendor specific equipment installation, maintenance, and administration certification within one year of employment.
- Must be willing to work all shifts and serve in an on-call rotation.

A clean criminal record without convictions and a clean driving record without serious convictions are both required for employment. The District will perform both before employment. Interested candidates should submit their application, resume, and a cover letter to:

Human Resources  
McLennan County 9-1-1 District  
107 Burnett Ct  
Woodway, TX 76712

or via email to: [employment@mcead911.org](mailto:employment@mcead911.org)