



## Information Systems Technician

**Monthly Salary:** \$6,2720 - \$7,624 DOE  
**Job Type:** Full Time, Non-exempt  
**Bargaining Unit:** None

**Location:** Wenatchee, WA  
**Department:** Information Technology  
**Closing Date:** October 4, 2024

RiverCom is a multi-jurisdictional designated Public Safety Answering Point (PSAP) that provides emergency call-taking and dispatch services for law enforcement, fire districts and departments, and public and private ambulance services in Chelan and Douglas counties.

### JOB SUMMARY:

The Information Systems Technician (IST) is under the direction of the Information Technology Manager, this position is responsible for performing a wide-range of various technical duties in support of diverse networking, connectivity, and security technologies managed by the Technical Services Division. These systems include, but are not limited to, Microsoft Windows operating systems, Microsoft Exchange, network computers and printers, and Fortigate routers to include router configuration, VPN's, tunneling, and IPSEC. Work is also performed on Linux, VM's and telephone equipment. Serves as a technical resource and provides excellent customer service to both internal and external users.

### KEY AREAS OF RESPONSIBILITY AND ESSENTIAL JOB FUNCTIONS:

Essential duties and functions include, but are not limited to, the following:

- Adhere to high-level confidentiality standards while maintaining the security of equipment, programs, data, and information
- Troubleshoot and diagnose malfunctioning complex computer system networks and configurations
- Learn, manipulate, and trouble-shoot evolving operating systems associated with multiple public safety agencies and functions including computer-aided dispatch (CAD), records management, mobile communications, imaging, and telephone systems
- Perform a variety of functions related to systems hardware including diagnosing hardware malfunctions, repair and replace, memory, hard drives, video cards and network adaptors, clean printers, pull cable, locate and relocate PC's, printers, and other hardware
- Maintain records for software, hardware, hardware maintenance, equipment licensing, and inventory
- Provide direction and information to vendors, consultants, and independent contractors as projects require
- Maintain regular predictable attendance, specifically with regard to work schedule and overtime assignments (variable hours on days, nights, weekends, holidays and festivals), ability to answer call-outs, and respond to work on short notice in order to provide emergency technical support
- Perform other duties as assigned

## **TYPICAL WORK ENVIRONMENT:**

Approximately eighty-percent (80%) of work is performed in a secure office environment under artificial lighting, and sometimes reduced lighting. Approximately twenty-percent (20%) of work is performed in alternate locations such as at outdoor radio site locations, particularly during weather events, in crawl spaces, inside cluttered or confined rooms, and at heights. Other conditions apply as follows:

- Employees are required to follow core mission and values, policies and procedures
- RiverCom is a non-smoking workplace; the use of tobacco products of any type is strictly prohibited in the facility and at work sites
- Weapons are strictly prohibited in the facility, on the premises, and at work sites
- There is no expectation of privacy, the Freedom of Information Act applies to all transactions performed by RiverCom employees, all automated and some verbal transactions are recorded, archived, and available to the public by request

## **PHYSICAL REQUIREMENTS:**

As a condition of employment, employees must be able to regularly and consistently meet the following physical abilities in the work environment.

- Adequate hearing, visual acuity, and manual dexterity to fully and satisfactorily perform essential job duties and duties as assigned
- Ability to walk, stand, bend, stoop, crawl in confined spaces, sit for extended periods of time, and climb tall ladders
- Ability to lift and carry sixty (60) pounds unassisted
- Ability to see clearly with 20/20 uncorrected or corrected vision, must not be colorblind
- Must remain alert and responsive while observing color-coded computer display screens, under low lighting conditions for uninterrupted periods of time
- There are no light-duty assignments available in this classification

## **REQUIRED SKILLS AND CHARACTERISTICS:**

- Reacts quickly and purposefully to emergency and unanticipated circumstances
- Effectively works in a high-stress environment, under pressure and time constraints, and while maintaining a positive attitude and calm demeanor
- Creates and maintains a positive working environment, treats others in a respectful and courteous manner, maintains a patient and approachable manner, consistently expresses positive interpersonal skills
- Demonstrates excellent communication skills and ability to effectively and efficiently communicate with others, ability to negotiate, ability to teach and train others
- Ability to read, comprehend, and carry-out complex written and verbal instructions, is able to clearly and concisely exchange complex system information
- Excellent time management skills, the ability to manage own workloads with convergent and conflicting deadlines, ability to prioritize assignments and adapt to changing priorities
- Excellent keyboard skills and ability to proficiently operate a variety of office and computer equipment
- Demonstrates ability to think innovatively, make decisions, and solve problems

