IT Systems Support Analyst (Public Safety/GIS)

The Goochland County IT department is accepting applications for a Systems Support Analyst to provide user assistance, train users in applications, assist in new program deployment, diagnose and troubleshoot problems, perform routine maintenance, and support data and voice communications for the County public safety agencies (Sheriff, Fire-Rescue, Animal Control). In addition, the position will be trained to support Public Safety and other County Departments on GIS and related applications, to include producing maps, editing GIS data, maintaining a Geodatabase, publishing Geospatial applications and other GIS related tasks.

ESSENTIAL FUNCTIONS:

Provides Tier 1-3 support to all users; responds to all end users' questions related to applications, hardware and software. Performs general fault isolation and equipment repair for personal computers; provides end user support on Microsoft Office Products, CAD, RMS and Image Trends Software. Records, tracks, and documents IT help desk request problem-solving process, including successful and unsuccessful decisions made, and actions taken, through to final resolution. Performs on-site and/or remote analysis, diagnosis, and resolution of everyday PC problems. Provides management and support of personal computer operating systems. Performs support for personal computer, printer, Multi-Function and mobile device hardware including, but not limited to, cell phones, tablets and mobile PCs (in car mobile data terminals). Provides customer-focused solutions. Understands the relationship between core infrastructure services, desktop and server operating systems. Applies analytical and problem-solving skills to identify root causes of user issues (connectivity, application or hardware). Supports/assists users with County surveillance systems when needed. Assists with vendor management and support cases of CAD, RMS, Image Trends, Voice Recording, E911 and Radio Systems. Responsible for coordinating system upgrades for all public safety systems. Compiles documentation for use and critical configuration information of the Public safety systems. Troubleshoots network connectivity issues and escalates to other IT staff when needed. Installs, secures, maintains, troubleshoots, administers and manages users in public safety software programs. Updates and maintains department specific software. Works in teams with IT staff and designated departmental staff. Responsible for designated departmental training (software/hardware). Installs and tests new software; evaluates potential software purchases. Works closely with vendor technical support to resolve issues. Performs other duties as assigned. Position will be placed into an on-call rotation with other IT staff members to respond to after hours emergencies.

KNOWLEDGE, SKILLS AND ABILITIES:

Strong customer service orientation; considerable knowledge of MS Office suite and relational databases; knowledge of all phases of PC setup and maintenance. Experience in Windows Operating systems for desktop and servers; ability to communicate effectively orally and in writing to maintain good working relationships with County officials, department heads and other key personnel. Ability to train end-users who have limited knowledge of technology. Solid general knowledge of Information Technology industry; working knowledge of relevant standards, protocols and languages used within domain of assignment and ability to apply these to develop appropriate solutions. Ability to attain a comprehensive knowledge of the operation, principles, and practices of a 911 Police/Fire/EMS Emergency Communications center and operations. Ability to work unusual or prolonged hours during emergency situations. Ability to attain an

understanding of the public safety E911, CAD, Radio and various technology systems. Ability to manage work and priorities, stay current in developments within the specified area of specialization and proactively research trends and manage personal growth and development. Experience supporting LTE or other wireless technology in County issued hardware including, but not limited to, mobile computers, tablets, and phones; have fundamental understanding of network connectivity to be able to trouble-shoot connection issues with computers; knowledge and understanding of VMware, Storage Area Networks, NAS devices, virtual machines and NAS storage is a plus; knowledge and understanding of VOIP phone systems configuration and operations. Ability to learn new software and develop an understanding of how to maintain and produce data from that software. Knowledge of ESRI suite of applications preferred but not required.

EDUCATION, EXPERIENCE AND TRAINING:

Bachelor's degree in Information Systems, Computer Science or related field plus at least two years of work experience in a PC support related position – OR – Any equivalent combination of education, experience and/or training sufficient to demonstrate the required knowledge, skills and abilities is acceptable.

ADDITIONAL INFORMATION:

The starting salary range is $48,000 - $55,000. The position will be open until filled. An online Goochland County Employment Application must be completed for consideration and may be found at www.goochlandva.us/231/Employment-Opportunities. Background investigation, driving record check and pre-employment drug testing required. Goochland County is an Equal Opportunity Employer.