Hanover County Fire-EMS is recruiting for a full-time IT Systems Engineer with experience in records management and reporting systems support, data analysis, SQL, and flexible project management methodologies. The incumbent will participate in a team-oriented environment to implement new technology initiatives within the department, as well as support existing systems. Knowledge of Fire-EMS and government-specific technologies, ESRI, ArcGIS solutions, and Apple Mobile Device Management is preferred.

General Description: This is a professional position that requires expertise in a specific technology area (depending on assignment: network services, server support, business application support, web support, or service desk/desktop). The incumbent is responsible for: developing customer-focused, business-appropriate solutions in a cross-functional team environment; and applying analytical and problem-solving skills to identify and resolve issues in order to help maximize the benefit of IT systems investments. ITD has five specializations for this position: Network, Server, Service Desk/Desktop, Applications Support and Web Developer.

Organization: The Systems Engineer position is part of Hanover County's Career Development Program (CD). The Systems Engineer Ladder has four (4) levels: Systems Engineer I, II, III and Senior. Incumbents normally report to a Project Manager and supervise no staff, though they may lead teams.

Essential Functions:
· Performs problem-solving and analysis, including incident management, problem management and root cause analysis.
· Has a knowledge of the customer's business, as appropriate for the specified area of specialization. Leverages knowledge to develop customer-focused, business-appropriate solutions. Engages stakeholders in solution development.
· Communicates effectively with customers and team members.
· Vendor management. Works closely with vendors to develop solutions that meet customer needs; effectively escalate and resolve issues with vendors. Gain strategic insights from vendors.
· Develops and manages appropriate documentation.
· Systems implementation and systems management. Has working knowledge of relevant standards, protocols and languages used within domain of assignment and applies these to develop appropriate solutions.
· Manages work and priorities and utilizes project management practices.
· Stays current in developments within the specified area of specialization and proactively researches trends.
· Manages personal growth and development.
· Adheres to the department's change management standards.
· Performs other duties as assigned.

Assignment-Specific Essential Functions:
Fire/EMS
o Makes recommendations for purchase of hardware, software, and computer-related equipment supplies; maintains equipment inventory and maintenance records.
o Installs computer software programs and manages configurations and settings for a variety of equipment at a variety of Department locations, including hospitals; troubleshoots systems as necessary. Liaison with the County IT department to resolve issues with software, hardware, and networks.
o Manages and maintains department Microsoft Teams in collaboration with the County IT department.
o Collects, prepares, and transmits department data to outside government agencies and ensures extracted data meet state-defined formatting guidelines as required.
o Extracts data from computer systems; analyzes current reporting and records process and provides detailed and summary reports; assists Fire-EMS IT Systems Manager in determining technology trends in Fire-EMS Department operations and in preparing recommendations for department senior staff.
o Serves as department-level point of contact for various vendors related to information technology
o Advises on the appropriate use and security practices of computer systems; interprets detailed data and develops accurate, meaningful, and reliable reports in a timely manner; trains employees on project-related data procedures, and technology systems.
o Manages department-specific applications such as Fire Records Management, Patient Care Reporting, and GIS.
o Ensures constant readiness of technology in the County Emergency Operations Center and Mobile Command Center.
o Subject to emergency call back for significant incidents to ensure continuity of technology systems during an emergency.

Working Conditions:
1. Hazards: None known
   1. FIRE EMS ONLY: May be exposed to hazardous conditions, including routine exposure to severe weather, dust, smoke, noise and fumes.
2. Environment: Office, field. Travel for support, training and conferences

3. Must perform regular, periodic on-call duties and beyond normal work schedule to resolve critical issues and system upgrades. Includes evenings, weekends and holidays
4. Physical effort: Moderate – lifts supplies and equipment (PCs, network equipment, etc.)
5. Exempt

Knowledge, Skills and Abilities: Strong customer service orientation. Requires solid general knowledge of Information Technology industry and best practices and expertise in area of assignment. Excellent analytical ability; creative problem-solving and trouble-shooting skills. Excellent oral and written communications skills. Communication must be proactive, timely and audience appropriate. Ability to work independently and use independent judgment. Must be able to prioritize multiple tasks and assignment. Adept at working in a team-oriented, collaborative environment.

Education, Experience and Training: Four years' college education required with a Bachelor's degree in Information Systems, Computer Science or related field preferred. Relevant experience in specific area of expertise, depending on area of assignment, required. – OR – Any equivalent combination of education, experience and/or training sufficient to demonstrate the required knowledge, skills and abilities is acceptable.

Special Conditions:
· Criminal Records check, including fingerprinting
· Valid Commonwealth of Virginia Driver's License
· Twelve-month probationary period
· Rotational on-call after-hours support (including evenings, weekends, holidays).
· May be required to assist in Emergency Operations Center during emergencies (Fire/EMS Only)

For more information and to apply, please visit www.hanovercountyjobs.com