

**JOB DESCRIPTION**  
**MARSHALL COUNTY, ALABAMA**  
**COMMUNICATIONS/IT OFFICER**

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**JOB GRADE: 14**

**JOB CODE: 156**

Department: Emergency Management Agency  
Reports To: EMA Director  
Date: August 2015  
FLSA: Non-Exempt  
DOT Ref: 13-1081.01, 43-5081.03, 49-2012-01, 49-2021.00

**JOB DESCRIPTION**

The purpose of this position is to develop and implement emergency communications and information technology systems supporting emergency operations/planning and ensure the proper operation and maintenance of related equipment at the emergency operations center and in the field.

**ESSENTIAL JOB FUNCTIONS**

- A. Ensure all communications and support equipment (including outdoor warning sirens) are functioning properly:
  - 1. Maintain regular maintenance schedule for equipment and notify Director if required.
  - 2. Troubleshoot and repair equipment, or arrange for repair as needed; which includes writing service plans, ordering parts, and maintaining inventories.
  - 3. Ensure operational integrations and interoperability of communications and support equipment.
  - 4. Direct inmate labor in assisting with performing maintenance operations.
  
- B. Write procedures for and train personnel on correct operation and use of equipment:
  - 1. Coordinate with EMA Director and staff on all matters relating to communication equipment, capabilities and services.
  - 2. Write or edit portions of plans, exercise plans, or other documents relating to communications equipment capabilities.
  - 3. Train personnel on correct operations and use of systems.
  
- C. Maintain Emergency Management Information Technologies systems including servers, routers, Software/Hardware, and other equipment:
  - 1. Troubleshoot, install, repair or arrange for repairs as needed.
  - 2. Install radio equipment for other county departments as needed
  - 3. Write service plans, order parts and maintain parts inventories.
  - 4. Work in conjunction with the Marshall County IT Department in coordinating all Information Technologies integration.
  
- D. Provide logistical support for all emergency management operations:
  - 1. Maintain equipment and vehicle operational readiness, maintenance and repair.
  - 2. Train personnel on correct operation and use of vehicles and equipment.
  - 3. Maintain EMA supplies needed for non-emergency, emergency and disaster situations. Prepare reports, communicate information inside and outside of agency, and maintain files as needed.
  
- E. Rotate as duty officer and assist with Emergency Operations Center (EOC) activations and operations.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Thorough knowledge of the design, installation, maintenance and repair of electronic and communications equipment.
- Thorough knowledge of the proper methods of operating two-way radios, warning devices, bridges, repeaters and other emergency communications equipment.
- Thorough knowledge of the standard practices, tools and equipment of technical electronics work.
- Ability to diagnose and solve problems in faulty electronic and communications equipment.
- Ability to read and interpret electronic schematics, wiring diagrams and technical manuals.
- Knowledge of operating procedures and current Federal Communications Commission (FCC) regulations governing emergency service communications.
- Ability to prepare written plans and other materials relating to the development of emergency communications system and operation of facilities and equipment.
- Skill in the installation of telephone and video equipment.
- Skill in the installation, operation, and maintenance of radio transmitters, receivers, and accessory equipment.
- Ability to analyze user requirements, procedures, and problems to automate or improve existing IT systems and review computer system capabilities, workflow, and scheduling limitations.
- Ability to test, maintain and monitor computer programs and systems, including coordinating the installation of computer programs and systems.
- Ability to determine computer software or hardware needed to set up or alter existing IT system.
- Knowledge of PC Window's operating systems environment and Network Management.
- Knowledge of Photoshop, Adobe Acrobat, MS Suite especially Word, Excel and Outlook
- Ability to maintain regular and prompt attendance.
- Ability to work well with others and work well as a team.
- Ability to establish and maintain effective working relationships with public officials, employees, volunteers, the media and the general public.

**SPECIAL REQUIREMENTS**

- Completion of the FEMA NIMS Required On-Line Courses within six (6) months of appointment.
- Completion of the FEMA Incident Command Class Room Courses and the Homeland Security Exercise Evaluation Program (HSEEP) within one year of employment.
- Possession of, or ability to obtain, an amateur radio general class license within four (4) months of appointment.
- Ability to lift at least fifty (50) pounds.
- Ability to climb and stand on a ladder at least twenty (20) feet high.
- Ability to work from a bucket attached to an aerial lift of seventy (70) feet high.
- Ability to stoop, bend or lay within floor crawl space areas.
- Ability to operate large vehicles, operate forklift, pallet jack, and hook and tow large pieces of equipment, including utility and equipment trailers.
- Ability to work extended and unusual hours, including weekends, holidays, and /or off-hour shifts during emergencies or disaster situations and during training programs, preparedness exercises and public outreach events.

**MINIMUM QUALIFICATIONS**

- Graduation from a senior high school or the successful completion of the General Educational Development (GED) test; supplemented by at least two (2) years of experience with radio communications and operations; or any combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.
- Must possess and maintain a valid State of Alabama driver's license and a driving record suitable for insurability.
- At least two (2) years of relevant college courses desired.

**NOTE:** *Work involves working extended and unusual hours, including weekends, holidays, and/or off-hour shifts during emergencies or disaster situations and during training programs, preparedness exercises and public outreach events.*

This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the ADA) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities duties or responsibilities required of an incumbent. An incumbent may be asked to perform other duties as required. This job description reflects management's assignment of essential functions and position responsibilities. Nothing in this job description restricts management's rights to assign or reassign duties and responsibilities to this job at any time. Incumbent must be able to perform the essential functions of this position with or without reasonable accommodation.