



Kalamazoo County Consolidated Dispatch Authority



December 16, 2021

JOB POSTING *Systems Support Specialist*

Position Summary

Under the direct supervision of the Network and Systems Administrator and the general supervision of the Executive Director, the Systems Support Specialist is responsible for supporting all public safety applications and systems utilized by KCCDA including but not limited to computers, telephones, radio consoles, computer aided dispatch systems and peripherals. The employee is responsible for assisting with software application deployment and supporting hardware, software, and networks utilized and managed by the Dispatch Authority. Assists with project management and implementation and supports continued operability and compatibility with first responders.

Minimum Requirements

Associate degree in information technology or related field and five years of experience working with public safety answering point (9-1-1) systems; thorough working knowledge of public safety Computer Aided Dispatch and Geographic Information Systems. KCCDA, at its discretion, may consider an alternative combination of education and experience.

The above serves as a summary of the position's duties and requirements. For a complete list of essential job functions, minimum qualifications, and required knowledge, skills, and abilities, please refer to the Systems Support Specialist job description on our website at www.kccda911.org.

Status: Full-time / FLSA Exempt / Skilled Computer Professional

Salary Range:

<u>START</u>	<u>6 Mths</u>	<u>1-YR</u>	<u>2-YR</u>	<u>3-YR</u>	<u>4-YR</u>	<u>5-YR</u>	<u>6-YR</u>
<u>Step 1A</u>	<u>Step 1B</u>	<u>Step 2</u>	<u>Step 3</u>	<u>Step 4</u>	<u>Step 5</u>	<u>Step 6</u>	<u>Step 7</u>
\$59,273		\$61,348	\$63,495	\$65,717	\$68,017	\$70,398	\$72,862

Application Deadline: Friday, January 14, 2022 at 3:00 p.m.

Qualified applicants must submit the following items before the application deadline to be considered as having applied for the position(s):

- ✓ Letter of Interest
- ✓ Updated Resume
- ✓ KCCDA Application for Employment

Application packets can be submitted electronically to cmccomb@kccda911.org or via postal service to the following address:

Kalamazoo County Dispatch Authority
7040 Stadium Drive
Kalamazoo, MI 49009

KCCDA is an equal opportunity employer