

City of Fort Worth, Texas Job Description

Classification Title	Emergency Operations Center Technician		
Job Code:	TC5760	Job Family:	Technical/Para-Professional
Pay Grade	510	Date Reviewed:	
FLSA Status	Non-exempt	Date Revised:	10/25/2018

GENERAL SUMMARY

Provides emergency operations technical support to ensure emergency management readiness of communications technology and related systems. Maintains inventory of emergency management equipment; tests and troubleshoots communications equipment; and serves as additional support for the emergency response team. Serves on-call during emergency activations or special event monitoring.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Manages inventory and tracks emergency management communications maintenance and controls equipment flow.
2. Assesses and monitors emergency management communications technology and related systems.
3. Tests and troubleshoots emergency management technology equipment. Works with Information Technology Support (ITS) Desktop to refresh equipment.
4. Supports Operations Emergency Management (OEM) staff with technology issues and coordinates problem resolution with ITS to resolve problems, as necessary.
5. Supports the Emergency Operations Center (EOC) during activations or at the command post for special events or large incidents needing technology setup.
6. Provides backup to OEM system administrator for various EOC systems including WebEOC, Everbridge, Nixle, Joint EOC SharePoint, and outdoor warning system.
7. Performs other related duties as required.
8. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the city's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Basic operations, services and activities of an emergency management program.

- Methods and techniques of emergency response as related to multi-alarm fires, severe weather, flooding or utility and power outages.
- Principles and practices of emergency preparedness and response.
- Occupational hazards and standard safety practices.
- Pertinent Federal, State and local codes, laws and regulations.
- National Incident Management System and Incident Command System.
- Emergency Operations Plan.
- Local laws and regulations pertaining to Emergency Management, Homeland Security and Mass Casualty Incidents.
- Weapons of mass destruction.
- Public health and Centers for Disease Control.
- Emergency Operations Center protocols and procedures.
- Homeland Security Exercise and Evaluation Program.
- Hospital Preparedness programs guidelines.
- Joint Commission Emergency Management Standard for hospitals and health facilities.
- Amateur Radio communications.
- **Skill in:**
 - Computers and applicable software.
 - Interpersonal relations.
 - Project management.
 - Organization and time management.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Assist in the development and implementation of emergency operations plans.
 - Troubleshoot emergency preparedness communications technology.
 - Provide technical assistance in emergency situations.
 - Participate in and complete the Federal Emergency Management Agency Professional Development Series courses within one year of employment.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in emergency planning, public administration or a related field with no experience required.

OTHER REQUIREMENTS

Valid Texas driver's license.

Possession of, or ability to obtain, an appropriate, valid technician level amateur radio license within six months of employment.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.