**Job Title: Telecommunications Support Technician**

**About the Integrated Public Safety Commission:**

IPSC’s mission is to facilitate statewide public safety communications. IPSC provides interoperable and reliable public safety communications systems to all Hoosier first responders and public safety professionals for use during routine, emergency and task force situations. Our goal is to strengthen community safety and security by minimizing the financial and technological barriers to interoperable communications through interagency cooperation.

**Telecommunications Support Technician**

This position serves as a critical customer and operational support analyst working as a liaison between IPSC and our vendors, technicians, and State and local agencies who use State of Indiana P25- 800 MHz trunking radio system. Responsibilities include daily monitoring of the RF and wide area network using system management tools, monitoring and responding to network alarms, management of subscriber radio, talkgroup and tower site databases, sending and updating notifications to staff, vendors and state and local agencies, and answering and triaging calls and emails for IPSC’s main point of contact.

**A day in the life**

The Telecommunications Support Technician is responsible for daily monitoring of the Indiana Statewide P25 trunked 800 MHz radio system to include initiating repair response, notification of maintenance and outages and monitoring all repair tickets with vendors. Responsibilities also include answering and triaging IPSC’s main phone line and email, management of the subscriber radio, talkgroup and tower site databases and regular notification to state and local agencies. Work is performed in an office environment with some remote work allowed and has limited physical demands. Other duties may include:

* Liaison with vendors for public safety radio system infrastructure and network integration
* Liaison with maintenance vendors to assist with restoration of RF communications site to service
* Liaison with State and local officials and provide guidance and information as requested
* Perform system tests and troubleshooting problem resolution
* Monitor trouble tickets for the repair of telecommunications circuits
* Coordinate with IPSC Emergency Response during large scale events and incidents for system monitoring and talkgroup usage.
* Answer and monitor IPSC’s main radio talkgroup
* Provide network reports and network performance analysis
* Assist with development of standard operating procedures
* Assist with Federal Communication Commission licensing tasks
* Participate in continuing education through provided technical training systems and other sources
* Perform other duties as assigned.

**What we're looking for**

Employee interacts with a wide range of personnel within our agency, other state, county, and local agencies, and outside contractors to ensure security and daily operation of the Indiana State P25 800 MHz System. Strong written and verbal communication skills are essential. Employee must be able to tactfully gain information and cooperation from co-workers, vendors and customers to assist with cooperative problem solving.

* High school diploma or equivalent.
* More education or experience may be preferred.
* Basic knowledge of public safety land mobile radio systems and telecommunications – preference given to those with public safety background and experience.
* Exceptional telephone manner, customer service skills, active listening skills, verbal, and written communication skills.
* Ability to communicate and interrelate with non-technical personnel, technical support services and vendors.
* Ability to use Microsoft Office products proficiently with emphasis on Excel and SharePoint
* Ability to work independently and often unsupervised. Always willing to work as a team member with technicians, customers, and vendors.
* Must possess critical thinking and decision-making skills as well as deductive reasoning skills as this position serves as the main point of contact for IPSC and must triage each call/email accordingly.