

Information Technology (IT) Technician

Position Description

The Information Technology (IT) Technician is assigned to the Local Assistance Center (LAC) to establish and support communications and electronic functions. The IT Technician coordinates actions and submits requests to the LAC Oversight Team IT Representative.

Responsibilities

1. Set up and configure network systems, printers, fax machines, copying/scanning machines and wireless devices for connectivity to the County's P: Drive for County Staff
2. Assist participating agencies/organizations with internet connectivity
3. Monitor IT needs
4. Provide and establish access to a centralized share folder on the County network P: Drive for County staff.
5. Troubleshoot network configuration issues for LAC Participants
6. Maintain communications with Oversight Team IT Representative

Activation Phase Actions

- Notify regular supervisor of LAC work schedule
- Review position responsibilities and clarify any issues regarding your authority and assignment
- Sign in and wear the "IT Technician" vest
- Check in with LAC Manager
- Assist with set up of LAC
- Verify contact information
- Determine potential issues for LAC Manager/Oversight Team contact based on the nature, scope and severity of the issue
- Assess the status of your available resources
- Contact counterparts in home agency and establish lines of communication
- Verify connection to the County's P-Drive for County Staff

Operational Phase Actions

- Review position responsibilities
- Attend ongoing situation briefings
- Refer media to the Communications Specialist
- Report situation status and resource status to the LAC Manager and your home agency, as necessary
- Advise LAC Manager or Oversight Team contact for issues affecting operations
- Function calmly in situations requiring a high degree of sensitivity, tact, and diplomacy
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds

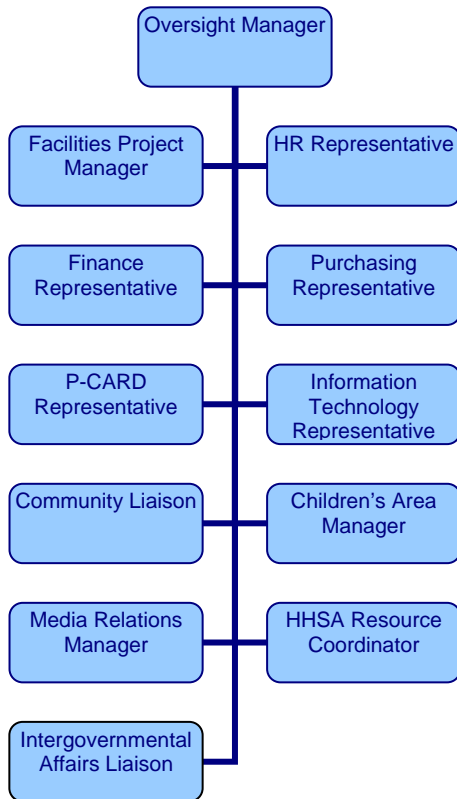
- Brief your relief at shift change to ensure ongoing activities are identified and follow-up requirements are known
- At the end of each shift, sign out and return the vest

Deactivation Phase Actions

- Demobilize when authorized by the LAC Manager
- Participate in the Demobilization Plan
- Ensure that any open actions are handled by the appropriate person/section or transferred to other LAC elements as appropriate
- Ensure that all required forms and reports are completed, return all checked out equipment, and provide all documentation to Administrative Support prior to your release and departure from the LAC
- Contact any of your department/agency staff that had been scheduled to work in the LAC and notify them of deactivation
- Contact your regular supervisor and notify him/her of deactivation
- Leave forwarding information, including cell numbers and email
- Sign out and turn in vest
- Participate in the LAC After Action Report

Organizational Structure

LAC OVERSIGHT TEAM



LAC TEAM

