



Fire Administrative Support Analyst

Department: Fire

Pay Grade: A10

FLSA Status: Non-Exempt

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performance of their duties just as though they were actually listed in this job description.

JOB SUMMARY

The Fire Administrative Support Analyst provides education, support, training, analysis and research to bolster IT skills and software used in business processes for the Fire Department. The Fire Administrative Support Analyst will work in the Fire Department and will provide office services to the Fire Department under the direction of the Fire Administrative Specialist.

ESSENTIAL JOB FUNCTIONS

- Analyzes procedural and system business process problems and makes effective recommendations for corrective actions;
- Compiles data and prepares investigative reports for Fire Department on business processes and functions;
- Compiles data and prepares reports for Fire Department on IT solutions to processes and functions;
- Provides for, arranges, coordinates and analyzes employee training for Fire Department software;
- Provides for office support services to the Fire Department including payroll management and auditing, preparation of purchase requisitions, accounts payables, and software, hardware and equipment inventory tracking;
- Provides assistance to Fire Department office support associate;
- Coordinates compilation and updates of statistical data for the Fire Department;
- Coordinates with City of Annapolis MIT Division as needed;
- Reports to the EOC (Emergency Operations Center) during State of Emergency or weather conditions out of "normal" work hours;
- Assists with content and posting to the Fire Department's page on the City's main web site Annapolis.gov, the City's intranet sites, and other various social sites;
- Maintains a physical inventory of the Fire Department's hardware, including PC's, monitors, printers, etc.;
- Obtains quotes from vendors for Fire Department related to information technology;
- Oversees accounts and tracks related expenditures to include account reconciliation and account payments;

- Assists with orders for related supplies for the office, calls in work orders, posts job announcements and various flyers;
- Provides for technology assistance to Fire Department employees as appropriate; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience

Considerable experience in information technology, supervision and operations to include at least four years of administrative support experience in an office setting; a minimum of one year of experience in IT support; and, a minimum of Associate's degree, or equivalent acceptable training; or any equivalent combination of acceptable education and experience providing the knowledge, skill, and abilities.

Special Qualifications:

Possession of a valid Maryland Driver's License.

Knowledge, Skills and Abilities:

- Knowledge, technical skills and abilities in Microsoft Office Professional (Word, Excel, PowerPoint and Access), IOS (for management of Ipads, etc.) and Google Forms.;
- Skill using good judgment, tact and courtesy;
- Skill in organization and communication;
- Ability to plan, organize and manage activities related to software training;
- Ability to do think analytically and report on department office operations and functions;
- Ability to do research on and report on department application software;
- Ability to communicate effectively with co-workers and employees;
- Ability to operate small office equipment, including copy machines or multi-line telephone systems; and
- Ability to operate computers for data entry, word processing and/or accounting purposes.
- Ability to know and understand PowerDMS, Fire Reports, EMeds and Active911

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Balancing ability: sufficient to maintain body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The

amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.

- Feeling ability: sufficient to perceive attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering ability: sufficient to pick, pinch, type, or otherwise work, primarily with fingers rather than with the whole hand as in handling.
- Handling ability: sufficient to pick, hold, or otherwise work, primarily with the whole hand.
- Hearing ability: sufficient to perceive the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Lifting ability: sufficient to raise objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Mental Acuity: sufficient to make rational decisions through sound logic and deductive processes.
- Reaching ability: sufficient to extend hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking ability: sufficient to express or exchange ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to others accurately and concisely.
- Standing ability: Particularly for sustained periods of time.
- Talking ability: sufficient to express or exchange ideas by means of the spoken word including those situations in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual ability: sufficient to operate a vehicle by both day and night, observe City activities taking place, to read and write reports, correspondence, etc.
- Walking ability: sufficient to move about on foot to accomplish tasks, particularly for long distances or to move from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires the need to be sensitive to change and responsive to changing goals, priorities, and needs.