

FIRE DISPATCH SYSTEMS ANALYST

FULL-TIME

Competition #2024-24

June 25, 2024



The Fraser Valley Regional District is a local government that delivers over 100 services to residents living in our eight electoral areas and six member municipalities. We are the third most populous regional district in BC, stretching from Abbotsford to Boston Bar. The Fraser Valley offers a great place to work and live with a mix of rural and urban lifestyles along with an abundance of recreational and cultural opportunities.

People are at the center of everything we do, and we strive to put the needs of those we serve and the employees in the organization at the forefront of our day-to-day work. We are an organization that values teamwork and respect. We are committed to diversity, equity, inclusion, and being representative of the region we serve. We are dedicated to the ongoing process of building relationships and examining our work to ensure that the principles of inclusion, collaboration, and reconciliation are included.

We are inviting applications from qualified candidates to fill the full-time position of Fire Dispatch Systems Analyst. This position is responsible for a wide range of duties related to the delivery of 9-1-1 and fire dispatch services. This includes assisting with the maintenance of a fire dispatch radio network and related devices, administering software and user access, investigating and solving communication issues, engaging with service providers and stakeholders, participating in user group meetings, creating procedures and reports, maintaining agreements and contracts, and managing a help desk system. Strong problem-solving and project management skills are essential in this role.

The ideal candidate will possess:

- » Must have completed college or university with a diploma or degree and formal training in computer science, information technology, or a related field from a recognized post-secondary institution. Preference will be given to candidates with a minimum of two years of practical experience in supporting emergency services, preferably in a local government setting, or an equivalent combination of technical and work experience.
- » Thorough knowledge and understanding of common workplace software, computer and radio hardware, as well as cellular, landline, internet, and radio connections and networks.
- » Ability to analyze complex communication issues and implement solutions in a timely fashion.
- » Ability to establish and maintain effective working relationships with internal and external contacts and to communicate tactfully and effectively, both verbally and in writing.
- » Ability to establish work priorities, follow procedures, and meet deadlines.

The start rate for this union position is \$37.73 (2024 rate) per hour plus a competitive and comprehensive health, dental, and vision package and Municipal Pension Plan. Upon successful completion of the required probationary period, the wage will increase to \$44.39 (2024 rate) per hour.

Grow your career in an organization that supports employee work-life harmony including an earned-days-off program or four-day compressed work week, where operationally appropriate and subject to approval or change. Take advantage of employee programs that include support for mental well-being and physical health through our onsite gym. We offer a supportive, team-based work environment with an emphasis on collaboration. We believe in lifelong learning and are committed to providing and supporting training and professional development opportunities for our staff.

If you have a passion for public service and want to make a difference in the lives of Fraser Valley residents and FVRD employees, we want to hear from you. Please submit your resume, along with a cover letter, indicating how you meet the qualifications. **Visit www.fvrd.ca/careers** to apply for this competition by 4:30 p.m. on July 9, 2024.

While we appreciate the interest of all applicants, only those candidates under consideration will be contacted.