

## **EMPLOYMENT OPPORTUNITY**

**Client Services Technician - \$22.57 - \$30.24**

### Position Description

Client Services Technicians perform technical, analytical and customer-oriented work by resolving questions, providing assistance and troubleshooting complex computer and application problems. This work is performed in person and on the phone. This position also assists with on-going maintenance efforts and security of South Sound 911 computers. The successful candidate will demonstrate proficiency in customer service orientation and troubleshooting skills. Working conditions include shift work.

### Qualifications

- High school graduation or equivalent of two or more years of experience in computer support or additional work experience equivalency
- Communication skills and a customer service orientation
- Working knowledge of PC environment and Windows OS
- Competent troubleshooting skills

All employees are expected to conduct themselves in the highest ethical manner at all times consistent with the high standards set forth by the Law Enforcement Code of Ethics. If you meet the qualifications, submit a resume and letter of interest to [hr@lesa.net](mailto:hr@lesa.net).

### **Application Process**

Application materials are available online at [www.lesa.net/employment.shtml](http://www.lesa.net/employment.shtml). Applicants are required to complete a Personal History Statement, waiver document and submit the completed forms with a letter of interest and resume via e-mail to [hr@lesa.net](mailto:hr@lesa.net). If you have questions concerning the application materials please contact Donna Dammel @ (253) 798-6078 or by email at [ddammel@lesa.net](mailto:ddammel@lesa.net).

### **Hiring Process**

We anticipate interviewing candidates immediately. Due to the confidential nature and demands of this position, candidates must possess an exemplary personal history and pass a background investigation, interviews, a polygraph examination and a psychological evaluation as part of the pre-conditional offer of employment. These standards are established to insure that the highest quality candidates are selected to serve our community. Apply now for the opportunity to serve your community in one of the most rewarding careers you'll ever have.

# **South Sound 911**

## **Our Vision**

We will collaborate with regional partners to protect lives, property and communities. We will enhance public safety by:

- Assuring prompt responses to all emergencies and service requests
- Serving the public trust with reliable, efficient and financially responsible systems
- Inspiring industry excellence with innovative technologies and staff

## **Our Mission**

We provide a modern, unified emergency communication and response system to protect and serve our communities and partner agencies.

## **Our Agency**

South Sound 911 (formerly LESA) was formed as a result of an agreement between the City of Tacoma and Pierce County in 1974 to provide consolidated police and sheriff emergency communications services. Consolidated records management and technology support services were added in 1978.

South Sound 911's Communications Center and Information Services divisions provide support services for most law enforcement in Pierce County. With state of the art dispatching and a vertically integrated information system, South Sound 911 is a leader in the field of law enforcement support technology. The agency employs over 160 people with a biennial budget of approximately \$39,300,000. For additional information please visit [www.lesa.net](http://www.lesa.net).

**Our Services** The LESA Communications Center is one of the primary PSAPs (Public Safety Answering Point) in Pierce County. LESA answers 9-1-1 calls for the jurisdictions of the Pierce County Sheriff's Department and the cities of Tacoma, Lakewood, University Place, Gig Harbor, Edgewood, Steilacoom, DuPont, Fircrest, Roy and Ruston. Additionally, because LESA is a Primary PSAP, we also answer 9-1-1 calls for fire and medical aid and are responsible for transferring those calls to Secondary PSAPs, such as Tacoma Fire and Pierce County Fire (West Pierce). The LESA Communications Center truly is the first of the first responders!

9-1-1 Communications encompasses the Communications Support Officers (CSO's) who process citizens' non-emergency calls by screening calls, taking police reports by phone, recording information and transferring calls for law enforcement, fire/medical aid services; Communication Officers (CO's) who receive emergency and routine calls for law enforcement and fire/medical aid agencies, respond to inquiries, and obtain and relay information to appropriate dispatchers or communication centers; and Dispatchers who process citizens' requests for police service, provide information to field police officers and various city and county law enforcement agencies, as well as receive and track complaints and track unit status.

The Information Services Division provides law enforcement, courts, and the public with criminal justice related services 24 hours a day, 7 days a week. Our Records Management System (RMS) was developed in-house and fully automates the National Incident Based Reporting System (NIBRS) standards. Our RMS is a complete regional solution for the criminal justice community that provides seamless flow of data between all interested parties. We are the Information Custodian for Tacoma Police, Lakewood Police, University Place Police, Edgewood Police and the Pierce County Sheriff's Department. All together, the division provides full and partial services to 16 law enforcement agencies, 5 courts, 3 prosecutor offices, and the LESA Communications Center.

Some examples of the services we provide include receipt, duplication, distribution, filing and storing of information, as well as the auditing and validation of information. The majority of our public services include concealed pistol license applications, public records requests, criminal history inspections, accident report requests, visa clearance statements, and online incident reporting.