



CLASSIFICATION NO. 340

Established: 8/95

Revised: 7/01

FLSA: Non-Exempt

EEO: 2

COMMUNICATIONS TECHNICAL SYSTEMS COORDINATOR

CLASS CHARACTERISTICS

Under general supervision, to plan, organize and coordinate the computer aided dispatch information systems and integrated communications systems of the Emergency Communications Center; to provide lead work supervision to support staff; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Emergency Communications Center is the central dispatch center for multiple user agencies throughout the service areas of the County. The Center provides 24-hour primary answering and dispatch for law enforcement, fire and emergency medical services through an enhanced 9-1-1 computer system.

The Communications Technical Systems Coordinator is responsible for the day to day maintenance and operation of the computer aided dispatch (CAD) system and other technical systems such as telephone, radio and computer networks. Specific functions include systems maintenance, data control, data communications, resolving hardware and software problems, vendor contract management. The Communications Technical Systems Coordinator reports to the Communications Director and may lead the work of staff maintaining geographic, E9-1-1 and other data system files.

The Communications Technical Systems Coordinator differs from the Communications Operations Manager that oversees the activities of the emergency communications center dispatch operations.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Oversees radio, CAD and telephone system integration; coordinates system configuration; installs and upgrades operating systems and application software; reports, diagnoses and resolves equipment hardware and software operating system problems, using vendor resources as needed.
2. Oversees vendor contract management; coordinates the planning of projects related to existing or proposed systems and modifications; monitors and updates service contracts; conducts compatibility studies and cost/benefit analyses and recommends the most cost-effective approach to meet user and computer system requirements.

3. Act as liaison and provide CAD software management and support to other agencies under agreement with the County.
4. Maintains data system hardware, software and equipment, including terminals, printers, modems and data communications lines; performs routine system maintenance; serves as liaison with staff and vendors for repair and maintenance.
5. Oversees and participates in the building and maintenance of data system files; develops and maintains critical data base, geographic files and E9-1-1 data base and interface; performs file maintenance on system security files and confidential user files; analyzes information system data and prepares computer-generated reports utilizing the data base.
7. Develops, recommends, implements and maintains policies and procedures for data collection, processing, storage, security and management; coordinates the access and use of the computer aided dispatch system; prepares and revises user manuals for data collection, entry, update and inquiry activities.
8. Recommends and monitors budget for work section; develops project schedules, timelines and budget estimates; monitors revenues and expenditures; researches and recommends purchases of data system equipment, and radio communications and telephone equipment; reviews phone company billings for accuracy according to the State Plan.
9. Provides system training and technical support for dispatch personnel and public safety agencies; distributes information regarding system changes or enhancements; prepares training materials.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Operation and capabilities of technical systems, including radio, CAD and telephone systems; data base file structures, access methods and data base management techniques; principles and practices of computer network management; methods for testing and maintaining data systems; computer hardware configurations and systems software.

Working knowledge of: Principles and techniques of project management; contract management practices; principles and practices of computer systems administration; area network design and configuration; telephone company procedures, data circuits, routing and configurations; the provision of police, fire and emergency medical services by an emergency communications center; mapping abbreviations and codes.

Skill to: Communicate effectively, both orally and in writing; convey technical and complex information in a clear and concise manner; operate and utilize data base computer software programs; evaluate system performance; analyze and resolve problems; coordinate and oversee vendor contracts, services and performance; establish controls and security measures; code, test and document applications; develop and implement data processing and information management projects; establish and maintain effectively working relationships with vendors, system users and other County personnel; lead the work of support staff.

WORKING CONDITIONS

Must be available for 24-hour on-call response to emergency situations.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of three (3) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications:

The following licensure/certifications are required at the time of hire.

- May be required to obtain CPR certification and telecommunicator certification through DPSST.
- May be required to obtain Law Enforcement Data System (L.E.D.S.) Certification.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass an extensive background investigation including national fingerprint records check.

Must pass a pre-employment drug test.

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.

Edited: 7/14