DOUGLAS COUNTY
SHERIFF'S OFFICE

JOB TITLE: 911 GIS SPECIALIST

Exempt: No	**Job Type**: 7577T
Pay Grade: T775	**Department**: Office of the Sheriff
Approved By: Sheriff Darren Weekly	**Date:** 01-10-23

Definition of Work: This position performs complex technical analysis and cartography work, competently and in a manner that is independent, impartial, and objective. Assists in the collection of user requirements, analysis, testing and maintenance of changes primarily to the New World Public Safety (NWPS) software suite.

General Duties: (The following examples are illustrative only and are not intended to be all inclusive.)

- Development and application of cartographic processes and Geographic Information Systems (GIS) used for the assembly, analysis, storage, display and maintenance of Law and Fire jurisdiction boundaries, fire hydrants and stations, Emergency Service Number (ESN) boundaries and law enforcement station additions.
- Primary point of contact for Douglas and Elbert Counties related to the Master Street Address Guide (MSAG).
- Ensure GIS data integrity used within various applications at Douglas County Sheriff's Office including but not limited to the NWPS suite, CopLogic and CodeRed. Gathers appropriate GIS data for outside vendors and agencies such as RapidSOS, Intrado, and Castle Rock GIS, ensuring timeliness and accuracy of data.
- Point of contact for Douglas and Elbert Fire agencies who need assistance formulating or training with Response Plans, have questions about why certain apparatus were sent or resolving notification issues.
- Troubleshoots and resolves application, configuration, and data integrity issues for the NWPS suite and MSAG system.
- Uses GIS software, computer networks, databases, and plotters for the creation and maintenance of Fire and Law layers such as quadrants, stations response, hydrants, and beats. Creates and maintains the ESN layer used for the MSAG and outside agencies
- Responsible for 911 database activities to include wireline, wireless, and VoIP data, as well as any future 911 technologies
- Acts as primary contact for issues arising from errors in the 911 database for Elbert and Douglas Counties. Works independently to research and resolve issues, reaching

out to vendors when needed.

- Creates and maintains the Emergency Service Zone boundary, used in the Next Generation 911 call routing GIS system and maintain the ESN's for all jurisdictions in Douglas and Elbert Counties. Make changes to the legacy MSAG database when applicable.
- Serves as point of contact between GIS, Sheriff's Office Technology Services, Dispatch, and vendors to ensure systems integrity and functionality.
- Assists Sheriff's Office staff with mapping projects as needed, creates custom maps for Public Safety agencies serviced by Douglas County Regional Dispatch.
- For repetitive tasks, recommends procedures and leverages standard automation tools to increase GIS effectiveness and efficiency while decreasing errors. Develops and implements models to automate common functions.
- Maintains understanding of current industry standards with the Next Generation 911 system.
- Reviews, evaluates, and verifies spatial data provided by other government agencies for accuracy and consistency, modifying and correcting database values as necessary with the GIS enterprise.
- Assists in collecting and documenting requirements for enhancements or modifications to Douglas County Sheriff's Office applications. Analyzes, implements, and tests enhancements or modifications, as well as troubleshoots any production or test environment issues or problems.
- Leads and participates in application testing activities including configuration, maintenance, and new functionality. Creates, research, and maintain functional documentation for current version of applications that can be sent to user community.
- Develops and maintains relations with 3rd party support and vendors. Corrects identified bugs encountered through the implementation and support process. Take ownership of reported incidents and problems, maintaining consistent communications and ensuring resolution.
- Provides highly skilled support to users for complex, unique, and challenging issues; assess and solve advanced technical software problems.
- Provides end user training and works with Sheriff's Office training staff when appropriate, both in the classroom and in individual settings. Mentors and assists Sheriff's Office IT staff as needed.
- Other Duties: Performs other duties as assigned including but not limited to:
  - Participates and occasionally leads the GIS analysis and mapping support, for the Douglas County Office of Emergency Management, Douglas County Sheriff's Office and their public safety partners during planning meetings, training drills, and active events.
  - Performs custom reporting duties for internal and external customers

- o Performs remote and in person support of PC's and other devices
  - o Attends various technology-based trainings and seminars, both in person and remotely
  - o Participates in relationships between DCSO GIS and other organizations and jurisdictions, including participating in meetings.
  - o Serves in a supportive role for the Douglas County Sheriff's Office.
- Emergency Management providing mapping and analysis to aid Situational Awareness, evaluating techniques and processes making recommendations that will improve effectiveness and capabilities, and participating in team-based development and support environments.
- Other duties as assigned.

Supervision Exercised: This position has no supervisory duties. This position is responsible for mentoring and training of staff members within the Douglas County Sheriff's Office related to GIS and the New World Public Safety software suite.

Supervision Received: Reports directly to the Public Safety Technology Manager.

Education and/or Experience: High school diploma or GED. Two years recent public safety dispatch experience with an emphasis in the Fire discipline. Minimum of 2 years GIS experience required.

KNOWLEDGE, SKILLS, AND ABILITIES:
Knowledge:
- Ability to learn how to manipulate and edit data that is shared with partnering agencies using GIS software and tools
- Intermediate level of knowledge with Law Enforcement and high level in Fire Response procedures

Skills:
- Willingness to learn basic IT systems and various applications to provide support when needed
- Position requires the ability to effectively communicate in both oral and written form, document technical processes and procedures, document business requirements.
- Identifies trends indicating the need to revise existing methods and procedures.

Abilities:
- This position is responsible for establishing good working relationships with

team members, department contacts, outside public safety agencies, regional
GIS and IT partners and vendors to maintain and continuously improve the
level of overall services and accuracy of data provided. Strong attention to
detail ensuring data accuracy.

- Always maintains a high level of customer service, resulting in a positive,
  productive experience for users.
- Ability to work independently to define problems and draw valid conclusions
  or with other IT, GIS, or vendor personnel to investigate and resolve problems
  with applications and/or systems.
- Position requires the ability to apply common sense understanding to carry
  out instructions, as well as to deal with complex technical data and systems.
- Ability to conceive and implement workflows is required.

Special Requirements: This position requires successful completion of a criminal background
check including fingerprinting through a national database.

Must possess a valid Colorado Driver's License upon hire, with complying insurance. Review
of motor vehicle record is required at time of hire and periodically throughout employment.

Essential Functions

Department Policies and Procedures: Demonstrates a working knowledge of and compliance with all
Douglas County Sheriff's Office policies, procedures, and directives.

Mental/Emotional: Applies reason and logic rapidly in a legally correct manner when under physical,
emotional and intellectual stress. Comprehends and processes new information quickly and
accurately, retains relevant information, remains calm and effectively communicates under pressure
and unusual circumstances.

Physical Skills: Possesses and maintains the ability to operate standard office machines, equipment,
and utensils.

Computer Skills: Must have basic user-level competency with Windows PC operation systems, and
comfortable knowledge and skills with Microsoft Suite products. Must have at least basic typing
skills.

Public Interaction: Able to communicate well with members of the community, law enforcement,
fire service and personnel from other agencies.

Decision Making Skills: Ability to make quick and effective decisions.

<u>Verbal Skills:</u> Speaks English clearly and converses effectively with persons of divergent ethnic, cultural and educational backgrounds. Projects voice clearly and forcefully when necessary while under personal stress.

<u>Testimony:</u> Must be able to provide credible testimony in a court of law or any other legal proceeding or investigation.

<u>Writing Skills:</u> Ability to complete incident reports, training courses and public presentations.

Work Environment: Physical Work Environment: Work is generally performed in a typical office environment. On site response for events where the MCP or GIS knowledge is required may be possible. Event can be an active Fire or Law Enforcement scene and may be exposed to disturbing scenes, hazardous environments, or inclement weather conditions. Some local travel is required. Ability to work beyond scheduled hours and respond to after hour pager/calls in a time critical manner is required.

Physical Demands: Incumbent may occasionally be required to lift and/or move up to 40 pounds. Ability to bend, kneel, crawl under desks, tables, and climb on tables and/or ladders as necessary. Close vision is necessary, position requires computer work.

Material and Equipment Directly Used: Computer, iPad or similar device, smartphone, desk phone, and specific job-related software. Typical office equipment includes fax and copy machined, and similar tools. May operate a county vehicle.

In the event of an emergency/disaster in or near the County, all County employees are expected to make every effort to be available to assist the County Manager, Elected/Appointed Officials and Department Directors to ensure the continued operation of any and all necessary County functions. This may mean being available to perform additional duties and hours beyond what is normally required. In the event that an exempt employee does work more than 40 hours a week in support of County operations during an emergency, such employee may receive overtime or other appropriate wage compensation in accordance with existing County policies or at the discretion of the County.

Independent Judgment: Work is performed independently within general guidelines. Must be able to use individual judgement and problem-solving skills to accomplish goals and achieve desired results. Willingness to seek guidance at appropriate times is required.

Work involves complex analysis of Computer Aided Dispatch and MSAG. Consequences of error may result in inaccurate reporting, financial liabilities, and inaccurate public safety dispatching. Disruption of user productivity. Could cause a delay in routing and arrival of first responders, resulting in loss of life or increased injury.

Other: In the event of an emergency/disaster in or near the County, all County employees are expected to make every effort to be available to assist the County Manager, Elected/Appointed Officials and Department Directors to ensure the continued operation of any and all necessary County functions. This may mean being available to perform additional duties and hours beyond what is normally required. In the event an exempt employee does work more than 40 hours a week in support of County operations during an emergency, such employee may receive overtime or other appropriate wage compensation in accordance with existing County policies or at the discretion of the County.