CAD Administrator, Sr.
(Computer Aided Dispatch)

Classification: Same

Division: Technical Services

Reports to: Technical Services Manager

Supervises: None. Direct supervision is not a position responsibility; position provides lead and functional supervision of staff for assigned projects and tasks

Job Definition

The CAD Administrator is responsible for overall management of the Agency's Computer Aided Dispatch (CAD) system including database management, reporting and analysis of data, management of peripheral systems such as Mobile Data Computers (MDC), records management programs and GeoFile. A core responsibility is being the liaison between customers, internal and external, in order to implement program changes, updates, corrections and other system fixes.

Distinguishing Characteristics

This position is a single incumbent classification. The CAD Administrator work is distinguished by a great level of program authority and responsibility. The CAD Administrator works with a high degree of initiative and independence under broad program guidelines and general supervision of the Technical Services Manager.

Key Tasks and Duties

- Serves as lead on CAD and CAD related projects.
- Acts as project manager on complex system projects involving other Technical Services staff, clients, contractors, vendors, and other participants.
- Monitors expenditures for and provides input to Technical Services Manager on program area budgeting needs and requirements.
- Works within in a multi-value database environment, including P/I Open, SQL and Access, as well as other systems and environments as necessary, including HTML and HP Ux.
- Administers, maintains and evaluates CAD and CAD related system software.
- Highly responsive program administration and maintenance, including proactive identification, evaluation, implementation and problem solving to mitigate known or potential problem areas.
- CAD related vendor management, including communicating expectations, prioritization, coordination of deliverables & services and follow through to ensure timelines are met.
- Writes new programs, reports, or screens including processes for exchanging data with other systems and other agencies
- Maintains HTML-coded Schools Emergency Information System web site and associated CD-ROMs and data exchanges
- Installs and implements new software relating to program areas
- Converts data from existing systems to new systems

- Conducts database administration
- Performs disk input/output balancing
- Participates in operating system upgrades
- Develops systems design specifications including project scheduling and estimating project hours
- Writes system and user documentation
- Develops and delivers user training and presentations on new systems and upgrades
- Evaluates new projects, languages, tools and develops recommendations
- Hardware and software maintenance on PCs as needed to back up the PC and Computer Technical Support Specialist
- Attend and participate in user group meetings including Dispatch Operations Committee (DOC), Law User and Fire Ops
- Participate in technical training and Agency in-service training sessions; special events including 9-1-1 Day; and Emergency Coordination Center (ECC) activations, training sessions, setups and teardowns as applicable.
- Performs other duties as assigned
- Assists in development and recommendation of Technical Services program goals and objectives
- Answers questions and provide information to user agencies and other interested stakeholders regarding the program
- Prepares program reports or correspondence.
- Represents the Agency or division at meetings as requested; serves on various committees.
- Provides information and assistance to other departments, outside agencies, and the public on assigned functions.
- Works as assigned during any emergency activation of Agency EOC (Emergency Operations Center). Participates in Agency or regional exercises to maintain EOC skills.
- Performs related duties as assigned.

Qualifications

Knowledge of:

- Up-to-date principles of data processing and computer science
- Principles and techniques of complex and systems analysis
- Operational characteristics of data processing equipment and peripherals
- Methods and procedures of computer software design, development, and maintenance
- Applicable programming languages and operating systems
- Report preparation, research methods, and statistical principles
- Methods of effective project planning and management
- Application and interpretation of Agency policies and procedures as well as local, state and federal laws and regulations relevant to the program area

Ability to:

- Coordinate and participate in systems analysis, design and programming
- Analyze data and develop logical solutions to complex programming problems
- Accurately identify and evaluate client software needs and requirements

- Develop and deliver clear and concise reports for intended audiences
- Interpret applicable laws, regulations, policies and procedures
- Apply critical thinking, problem solving and collaborative approaches to improving program services
- Effectively plan and carry out Agency policy directives and program goals in an effective and timely manner
- Analyze situations thoroughly, identify potential problems, and find effective solutions
- Establish and maintain positive and professional working relationships with managers, coworkers, other governmental jurisdictions, volunteers, the media and the public
- Effectively communicate and express ideas both orally and in writing.
- Apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations.
- Understand and execute complex oral and written instructions. Apply available guidelines, policies or procedures in diverse situations.
- Prepare and present written correspondence, reports and materials in clear, correct and comprehensible terms from general notes and concepts.

Experience and Education – Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and ability required to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

- At least five years experience in information systems or a related field as a programmer/analyst with emphasis on systems design and programming
- Associate's degree with major course work in computer engineering, computer science or a related field may substitute for the required experience.

- ✪ Candidates must successfully pass pre-employment reference and criminal history checks
- ✪ Candidates and incumbents must have ability to perform the essential functions of this position with or without reasonable accommodation

Work Environment *(Essential functions)*

Work is performed primarily in an office setting or in CRESA's facility, with occasional field work outside the office and limited travel to and from local and regional trainings, meetings, and conferences or similar. Incumbent works with personal computers, telephones, and other general office equipment that require detailed dexterity. Work involves extensive keyboarding and manual dexterity, and also entails general reaching, stretching, and lifting of office supplies and program equipment, such as paper, binders, files, phone sets, pamphlets, brochures, and display boards. Some walking, bending, carrying and moving program equipment and materials is required.

Physical Demands typically involve, but are not limited to:
Hearing and Speaking:
- Hear, understand and respond to verbal information typically in person, by phone or by radio

- Speak clearly and concisely in English to present verbal information at meetings, training sessions, and related
- Hear, understand and respond using telephones, radios and other communications equipment

Seeing and Reading:
- See, read and understand written information and instructions in all forms, including handwritten, hard copy or electronic communications formats
- See and use all related communications equipment including telephones, radios and computer monitors

Mental acuity and alertness:
- Understand, research and respond to varied program information and instructions, including broad application of policies, procedures, laws, and regulations
- Handle interpersonal interactions with tact and diplomacy
- Manage and accomplish multiple tasks and priorities in a timely manner and with a high level of accomplishment and accuracy
- Think through all aspects relating to issues or problems; identify, recommend and implement solutions
- Balance diverse responsibilities utilizing independent initiative, judgment and discretion
- Be available for assigned on-call; be generally prepared to respond for long shifts and/or irregular hours in case of emergency situations, such as activations of the Emergency Coordination Center

Manual dexterity and typing:
- Moderate use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in an office or communications center setting
- Performing regular tasks requiring general manual dexterity

Physical dexterity:
- Sit, stand or walk as necessary
- Stretch, reach, or lift objects or materials that may be up to 50 pounds in weight

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Reviewed:	1/2009	*Salary Code:*	M2
Revised:	1/2009	*Salary Range:*	826
FLSA Status:	Exempt	*Union:*	No