



Job Description for:

## CAD E911 Technician

**Division:** Technical Services  
**Reports to:** Technical Services Manager  
**Supervises:** None.

### **Job Definition**

The CAD E911 Technician performs highly responsible technical and administrative duties in support of CRESA's technical programs. Key responsibilities include maintaining and updating CAD information, such as the Agency GeoFile and Master Street & Address Guide (MSAG); programming and assigning Agency phones and pagers; and overseeing the public education and outreach program. The CAD E911 Technician is a core member of the technical services team and performs work using independent judgment and discretion in carrying out time-sensitive and critical duties.

### **Distinguishing Characteristics**

The CAD E911 Technician position is distinguished from predominantly administrative and clerical positions by thorough knowledge of and responsibility for assigned technical functions. The job requires application of technical knowledge and skills in the overall administration of these technical services, and closely compares to the scope and level of responsibility assigned to the Technical Services Specialist position. The combination of administrative and technical work also distinguishes the CAD E911 Technician from higher level positions in the Technical Services division such as the Radio Technician and Sr. Computer Support Specialist which are responsible for a higher level of hands-on technical work, trouble-shooting, repair and hardware / software replacement.

Work is performed under general supervision in conformance to Agency policies and division goals and objectives. Work results have direct impact on critical services; therefore, effectiveness of work is typically seen through seamless functionality of technical services and/or through timely and effective resolution of problems or service interruptions.

**Note:** All duties, knowledge, skills and abilities listed below are considered *essential functions* unless marked as *non-essential, (NE)*.

### **Essential Job Functions**

Incumbent must be able to perform the essential functions of the job with or without reasonable accommodation.

- Administers, maintains and updates the Master Street and Address Guide (MSAG), which directly correlates to ANI / ALI (Automatic Number Identification / Automatic Location Identification) in the Agency's Computer Aided Dispatch (CAD) system.
- Serves as regional MSAG Coordinator and participates in and represents the Agency at statewide MSAG meetings and functions.
- Administers, maintains and updates the Agency GeoFile, which directly links to ER Mapping used by Dispatch Operations in the response to and dispatch of critical public safety services and personnel.
- Assigns and maintains administration of Agency phones, cell phones, pagers and security card keys. Coordinates phone and pager service and repair; serves as liaison with phone and pager service providers to ensure minimal interruptions to service.

- Adds / deletes personnel for police, fire and EMS agencies upon hire, termination and employment changes.
- Maintains and updates fire agency unit recommendations, including maintaining station orders, run cards and unit specific attributes and information.
- Maintains and updates law enforcement agency “beat” plans.
- Assigns unit numbers to personnel and apparatus from police, fire and medical agencies.
- Maintains and updates agency EMS call types which link to Emergency Medical Dispatch (EMD) protocol.
- Maintains towing module.
- Processes cellular wireless Phase II call routing sheets which line to ANI / ALI display.
- Troubleshoot Mobile Data Computer (MDC) problems, including resetting passwords and setting up original accounts.
- Composes correspondence, reports and other written documentation specific to functional assignments and division goals and objectives.
- Serves as State Public Education Coordinator and participates in Statewide Public Education events as Agency representative.
- Coordinates general Agency public education events, meetings and tours in support of Agency outreach goals and responses. Maintains and distributes inventory of public education materials and resources.
- Prepares and distributes notices, reports and memoranda related to Agency staff, user agencies, vendors and service providers regarding assigned functional areas.
- Assembles cost and related data for assigned functional areas; serves as contact person for other departments and user agencies; presents findings to technical services personnel.
- Assists in short and long-term divisional planning, coordinating, and organizing.
- Participates as on-call contact for problems or issues relating to CAD, phone services and agency PC / computers.
- Attends meetings with or on behalf of manager or division.
- Participates as assigned in EOC activations, exercises, drills and other events related to Agency response to local, regional, statewide or national disasters or emergency response.
- Performs other related tasks and duties as required.

### **Qualifications**

- Four years of responsible administrative and/or technical support experience on a level comparable to work described above – **OR** –
- Associates degree or equivalent college level education in applied technical science or a related field may substitute for up to two years or required experience.
- Any combination of the education and experience that demonstrates the ability to successfully perform the work will be considered
- ✳ 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

### ***Knowledge of:***

- Administrative practices and procedures and technical processes, services and maintenance
- Effective administration record keeping methods and techniques.

### ***Ability to:***

- Understand and execute complex oral and written instructions
- Apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations
- Understand and apply available guidelines, policies or procedures in diverse situations
- Prepare and present correspondence, reports and materials in clear, correct, comprehensible terms

- Develop and maintain effective working relationships with the employees, division managers, user agency stakeholders, vendors and other individuals contacted in the course of work
- Successfully complete all selection process components including passing an extensive background investigation and all required post-offer processes including drug screen test, baseline vision exam, baseline hearing exam, and a psychological evaluation.

**Work Environment (Essential functions)**

Work is performed primarily in an office environment. Requires the use of standard office equipment including but not limited to telephones / TTY machines, personal computers, photocopiers, Dictaphones, fax machines, laminating and labeling machines, filing cabinets, and other general office equipment that require detailed dexterity. Work involves moderate keyboarding and manual dexterity, and also entails regular reaching, bending, carrying and lifting of standard office supplies and materials, such as paper, binders, files, phones, computer components and similar. Occasionally, incumbent experience highly stressful situations in the process of resolving problems, i.e., troubleshooting, repairing and/or facilitating the repair of critical technical services.

***Physical Demands typically involve, but are not limited to:***

**Hearing and Speaking:**

- Hear, understand and respond to verbal information in person, by phone, and by radio
- Speak clearly and concisely in English
- Hear, understand and respond using multi-line telephone systems, intercoms 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 multi-line telephone systems, TTY machines, and computer monitors

**Mental acuity and alertness:**

- Think and apply judgment, discretion, initiative and organizational skills in doing work
- Understand and respond to complex concepts, information, instructions such as policies, procedures, laws, regulations, etc.
- Handle frequent interpersonal interactions and complaints, including those that may be stressful or sensitive in nature, with tact and diplomacy
- Work overtime hours and on-call as needed. Work odd or irregular hours in case of Emergency Operations Center (EOC) activation
- Manage and accomplish multiple priorities and diverse responsibilities with a high level of accuracy

**Manual dexterity and typing:**

- Moderately extensive use of computers, keyboards, office equipment and similar specialized technical and electronic equipment commonly found in an office setting
- Collate and assemble paperwork or materials or perform similar related tasks and duties
- Performing frequent tasks requiring manual dexterity

**Physical dexterity:**

- Sit for extended periods of time; stand or walk as necessary
- Bend, reach, file, carry, transport or lift objects or materials that may be up to 25 pounds
- Drive a motor vehicle to perform work-related duties, for general travel to conferences, meetings, and seminars (NE)

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<b>Revised:</b>	09/2008	<b>Salary Code:</b>	M3
<b>Reviewed:</b>	09/2008	<b>Salary Range:</b>	767
<b>FLSA Status:</b>	Non-exempt	<b>Union:</b>	No