Civil Division: Oneida County Government
Jurisdictional Class: Competitive
EEO Category: Professional
Adopted: 09/12/16

COMPUTER AIDED DISPATCH (CAD) ADMINISTRATOR

DISTINGUISHING FEATURES OF THE CLASS: This position is responsible for the maintenance and updating of the database records for the 911 Computer Aided Dispatch (CAD) system in the Department of Emergency Services, including information about Oneida County streets and subdivisions and the requirements for police, fire, and emergency medical response for member agencies. The main focus of this job is to ensure the accuracy of database information in a multi-jurisdictional emergency services environment where rapid response is essential and the consequence of error is high. This requires field research to identify new and changed information regarding possible response locations, and interaction with member agencies and jurisdictions to collect information and resolve problems. The employee reports directly to and works under the direct supervision of the Deputy Director of Emergency Services. Supervision of others is not a function of this class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
Researches problems using logs, system manuals, maps and database, and through consultation with the Deputy Director and user agencies regarding their needs, procedures, and equipment;
Evaluates problem situations, tests, updated or new software enhancements, and suggests solutions, in writing, if necessary;
Monitors CAD system daily, verifying information and backing up databases, and notifies vendor of hardware or software problems, and suggests solutions;
Analyzes CAD system operations for efficiency and effectiveness;
Upgrades and modifies existing data in order to standardize records for all user agencies;
Monitors Police, Fire and EMS Mobile Data Terminals (MDTs) access to NYSPIN (New York State Police Information Network, data messaging capabilities and shared information;
Receives complaints and suggestions from CAD system user agencies by telephone and email, and communicates with those agencies to identify possible solutions to problems;
Consults and negotiates between operations, user agencies and jurisdictions, to develop, implement, and revise system procedures;
Assists Administration with investigations and special projects;
Enforces system security to maintain accuracy;
Evaluates data relating to new streets and subdivisions in Oneida County and inputs information into the CAD system;

TYPICAL WORK ACTIVITIES: (continued)
Identifies and assigns codes liking Police, Fire and EMS responses, telephone (ANI) and
location (ALI) information to specific locations;
Teaches in-service classes on procedural changes and use of the CAD system;
Assists in set-up of work stations or remote messaging through modems.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the 911 dispatch system; thorough knowledge of County streets, roads and new developments; thorough knowledge of Computer Aided Dispatch System benchmarking; good knowledge of the procedures, services and equipment for Police, Fire and EMS response; good knowledge of the capabilities and limitations of a Computer Aided Dispatch system; good knowledge of Public safety abbreviations, codes and terminology; good knowledge of computer database applications and management; skill in oral communication; ability to operate a computer; ability to establish and maintain effective working relationships with participating jurisdictions; ability to maintain and update databases; ability to identify system problems and make recommendations for improvements; ability to read, understand and apply a variety of written material, such as, manuals, reports, procedures and regulations; ability to write clear, concise narrative prose; ability to infer the problem from another's report and determine the solution; ability to explain the solution to a problem in language appropriate to the audience; good judgment.

MINIMUM QUALIFICATIONS: Candidate must meet minimum qualifications at time of application.

Either:
A.   Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree **AND** two (2) years of experience in maintaining and updating database records for computer and peripheral dispatch equipment in a computer-aided dispatch center; **OR**

B.   Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree **AND** four (4) years of experience in maintaining and updating database records for computer and peripheral dispatch equipment in a computer-aided dispatch center; **OR**

C.   Graduation from high school or possession of a high school equivalency diploma **AND** six (6) years of experience in maintaining and updating database records for computer and peripheral dispatch equipment in a computer-aided dispatch center.

Adopted: 09/12/16