

NEW CASTLE COUNTY GOVERNMENT

Number 0243

Page 1 of 2

CLASS SPECIFICATION

Date 03/28/16

Title: EMERGENCY COMMUNICATIONS INFORMATION AND TECHNOLOGY COORDINATOR

Approved:



GENERAL STATEMENT OF DUTIES: Performs all phases of work involving the design, implementation and maintenance of the Computer Aided Dispatch System (CAD) and other software services within the Communications Division including providing technical and logistical support to related organizations in New Castle County as it relates to the operation and maintenance of the CAD Record Management System (RMS); work is carried out primarily at a central location in the County, within the framework of generally defined guidelines and directives; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs functional and technical work in support of the CAD, RMS, Mobile and associated reporting software suite. The employee may assist the Information Systems department with some hardware troubleshooting and maintenance. Employees in this classification primarily support the operations of the 9-1-1 center with additional responsibilities in supporting the missions of the Police Division, Emergency Medical Services (EMS) Division and New Castle County fire companies. Employees in this class may be required to work extended hours in support of these services, including nights, weekends and holidays. Employees in this class work under general supervision.

EXAMPLES OF WORK: (Illustrative only)

- Manage CAD functionality including database entries for Units, Statuses, Call types, Response plans, Stations;
- Manages designated application software systems and coordinates programming, conversion and testing of new programs;
- Evaluates, installs, tests, and maintains application software development products;
- Develops standard file format requirements, input/output formats, and documentation standards;
- May perform detailed system design and develops program specifications;
- Assists with general maintenance of associated management systems;
- Defines and resolves systems problems;
- Develops estimates of cost, time, equipment, and resource requirements;
- Provides information, direct assistance, and technical resources to users and division staff;
- Presents or assists in the presentation of systems to user departments;
- Prepares or assists in the preparation of training programs in conjunction with the implementation of the projects to include system documentation, policies and procedures;

NEW CASTLE COUNTY GOVERNMENT

Number 0243

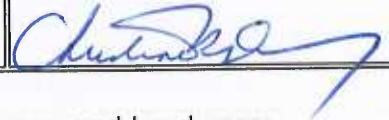
Page 2 of 2

CLASS SPECIFICATION

Date 03/28/16

Title: EMERGENCY COMMUNICATIONS INFORMATION AND TECHNOLOGY COORDINATOR

Approved:



- Works with vendors in the implementation of applications software and hardware;
- Works closely with departments to identify methods of improving County business functions;
- Participates in workgroups/committees as required with various agencies supported by the Emergency Communications Division and represents the Communications Division at meetings as requested;
- Performs database and data presentation design;
- Assists the Communications Division staff and performs related duties as required;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of dispatch protocols for Police, Fire and EMS agencies; good knowledge of computer equipment, servers and their capabilities; knowledge of the setup and maintenance of CAD and RMS systems; ability to analyze methods and procedures accurately and logically; ability to reason logically, draw valid conclusions, and develop effective solutions to system problems; ability to communicate courteously and effectively with a diverse audience, both verbally and in writing.

MINIMUM QUALIFICATIONS: At least two (2) years' experience working in emergency communications applications with a minimum of one (1) year experience and/or training in support of a major emergency communications application and possession of an Associate's Degree from an accredited college or university; or an equivalent combination of experience, education or training directly related to the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: Active participation in a departmental workgroup or project which shall be defined by the Chief of Emergency Communications or his/her designee. Must maintain certifications in police, fire and emergency medical protocols. Must pass a Class III County physical examination and background check.

HISTORY OF REVISIONS:
Established: 03/28/16