

TITLE: CAD Manager

E911/4

DEPARTMENT: Communications, Fayette County

JOB SUMMARY: This position is responsible for managing the operations of the Computer Aided Dispatch System (CAD).

MAJOR DUTIES:

- o Manages the installation, programming, maintenance, and repair of the CAD system and CAD support technologies.
- o Maintains CAD database files.
- o Oversees CAD security.
- o Monitors and maintains AS400 operating system.
- o Updates and maintains CAD manual; conducts employee updates on new CAD procedures.
- o Prepares monthly/annual statistical reports and other reports as requested.
- o Monitors and maintains master street address guide; monitors and maintains county street index database.
- o Maintains employee database.
- o Trains employees in the use of the CAD system.
- o Maintains Center records and serves as the records custodian for all Open Records Requests.
- o Performs computer and related equipment maintenance.
- o Performs the duties of a Communications Officer as needed.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of county policies and procedures.
- o Knowledge of the AS400 operating system.
- o Knowledge of law enforcement and Fire/EMS dispatch protocols.

- o Knowledge of the Computer Aided Dispatch system.
- o Knowledge of GCIC and NCIC standards and regulations.
- o Knowledge of emergency communication equipment operation, maintenance, and repair.
- o Knowledge of computers and job related software programs.
- o Skill in public and interpersonal relations.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The Assistant Communications Director assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES: Guidelines include POST rules and regulations, GCIC/NCIC rules and regulations, CALEA standards, HIPAA, and county and department policies and procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: The work consists of varied duties in the management of the computer aided dispatch system. The need to balance safety needs with the need to upgrade equipment contributes to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to manage the department's CAD system. Success in this position contributes to the efficient response to emergency incidents.

PERSONAL CONTACTS: Contacts are typically with co-workers, law enforcement personnel, firefighters, emergency medical providers, vendors, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information; resolve problems; and provide services.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table or while intermittently bending, crouching, or stooping. The employee frequently lifts light and occasionally heavy objects.

WORK ENVIRONMENT: The work is typically performed in a communications center.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

SPECIAL CERTIFICATIONS AND LICENSES: Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment. Successful completion of the State of Georgia mandated Basic Communications Officer training within six (6) months of employment. Successful completion of Georgia Crime Information Center (GCIC) workbook, tests and certification as a GCIC Terminal Operator within six (6) months of employment and recertification in GCIC every two (2) years.

ADA COMPLIANCE: Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE: The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE: In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- o Possession of or ability to readily obtain GCIC/NCIC certification.