



CAD Manager 911 Communications

911/4-759

JOB SUMMARY

This position is responsible for managing the operations of the Computer Aided Dispatch System (CAD), programming and oversight of the Public Safety radio system and various aspects of the Geographic Information System (GIS) with specific relationships to CAD.

MAJOR DUTIES

1. Manages the installation, programming, maintenance, and repair of the CAD system and CAD support technologies.
2. Maintains CAD database files to include agency access to mobile data terminals (MDTs), Georgia Crime Information Center (GCIC), reporting software, and other support systems.
3. Updates and maintains CAD manual; conducts employee updates on new CAD procedures.
4. Oversees CAD security for internal and external agency access to system.
5. Provides external agency support in CAD-related software problem resolution.
6. Coordinates with Training Manager in training employees in the use of the CAD system.
7. Prepares monthly/annual statistical reports and other reports as requested.
8. Maintains address point layer in county Geographic Information System (GIS) map to include business names to ensure availability in CAD.
9. Assists in maintaining GIS integrity through address validation and reconciliation.
10. Monitors and maintains master street address guide (MSAG).
11. Monitors and maintains county street index database.
12. Monitors and maintains AS400 operating system.
13. Performs computer and related equipment maintenance.
14. Maintains EMA software databases housed in 911 Center.
15. Provides guidance to all jurisdictions regarding proposed street/subdivision names to minimize duplication and enhance public safety response capability.
16. Administers the installation, programming, maintenance, and minor repair of Public Safety radio systems.
17. Inspects radio equipment; maintains records of communication equipment installation and maintenance.
18. Conducts programming of public safety and non-public safety radios, mobile, and portable units.
19. Oversees the mandatory inventory of all radio equipment.
20. Serves as back-up for training employees in Cardio-Pulmonary Resuscitation (CPR).
21. Works with external jurisdictions and departments on committees as assigned.
22. Acts in the capacity of a Communications Officer or Communications Shift Supervisor, and all that it entails, as required.
23. Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of Fayette County 911 procedures and directives, the Fayette County Policy Manual and Procedure Manual, and the Fayette County Loss Prevention Manual.
2. Knowledge of law enforcement and Fire/EMS dispatch protocols.
3. Knowledge of the Computer Aided Dispatch system.
4. Knowledge of GIS software and protocols.
5. Knowledge of trunking and conventional radio systems.
6. Knowledge of NCIC/GCIC standards and regulations.
7. Knowledge of emergency communication equipment operation, maintenance, and minor repair.
8. Knowledge of computers and job-related software.
9. Knowledge of Windows, Linux, and AS400 operating systems.
10. Knowledge of office systems and procedures.
11. Skill in typing.
12. Skill in interpersonal relations.

13. Skill in oral and written communication.

SUPERVISORY CONTROLS

The Assistant 911 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 the Fayette County Policy and Procedure Manual; Fayette County 911 Administrative Directives; Fayette County Loss Prevention Manual; Association of Public-Safety Communications Officials (APCO) Guide Cards for Emergency Medical Dispatch (EMD), Law Enforcement Communications (LEC) and Fire Services Communications (FSC); POST rules and regulations; NCIC/GCIC regulations and Council rules, CALEA standards, HIPAA, American Heart Association, Federal Communications Commission rules and licensing procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied duties in the management of the computer aided dispatch system and radio system. The need to balance responder safety concerns with the need to upgrade equipment contributes to the complexity of the position.
- The purpose of this position is to manage the department's CAD system and radio system. Success in this position contributes to the efficient response to emergency incidents.

CONTACTS

- Contacts are typically with co-workers, law enforcement personnel, firefighters, emergency medical providers, vendors, and members of the general public.
- Contacts are typically to give or exchange information; resolve problems; and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- 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.
- The work is typically performed in an office and outdoors.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Probationary Communications Officers, Communications Officers, Communications Training Officers, and Communications Shift Supervisor when performing CAD functions, training CAD related materials or CPR related materials.

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. Successful completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Successful completion of the State of Georgia mandated Basic Communications Officer training within six (6) months of employment. Successful completion of APCO Public Safety Telecommunicator I (PSTI), if needed for additional APCO certifications. Successful completion of Georgia Crime Information Center (GCIC) Criminal Justice Information System (CJIS) Network Operator training within sixty (60) days of employment and every two (2) years thereafter. Successful completion of Security Awareness training within sixty (60) days of employment and every two (2) years thereafter. Successful completion of APCO Emergency Medical Dispatch (EMD) certification and recertification every two (2) years. Successful completion of Fire Services Communications n(FSC) Certification, Law Enforcement Communications (LEC) Certification, and National Incident Management System (NIMS) 100, 700, 200, 800 and classroom 300 and 400 certifications. Completion of any required CAD software certification within one (1) year of employment. American Heart Association CPR certification. Successful completion of APCO Radio Technician Certification within one (1) year of employment.

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

- 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.
- 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 three years.
- Possession of or ability to readily obtain GCIC/NCIC certification.
- Must be at least 18 years of age.
- Must have a high school diploma or equivalent.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.
- All military experience must be documented on a DD214 with honorable discharge.
- Must be a U.S. citizen.
- Must be able to pass a background investigation and pre-employment testing.