



A NATIONALLY ACCREDITED COMMUNICATIONS CENTER

## **CAD SYSTEM ADMINISTRATOR**

<b>Department</b>	Administration
<b>FLSA Status</b>	Exempt
<b>Reports To</b>	Technical Services Manager
<b>Supervises</b>	N/A
<b>Bargaining Unit</b>	Non-Represented

### **BASIC FUNCTIONS AND RESPONSIBILITIES:**

Under the direction of the Technical Services Manager, this position is responsible for technical management of the Center's critical public safety Computer Aided Dispatch (CAD) System. The position performs analytical duties in the development, operation, administration, and support of the Center's CAD System; ensures the CAD system functions efficiently and effectively on a 24/7 basis; manages projects related to maintaining and enhancing the CAD system; tests and supports a variety of specialized computer software, components and devices; and provides technical support and assistance to end users. This position reports to the Technical Services Manager and backs up the department as necessary.

### **ESSENTIAL FUNCTIONS:**

- Performs CAD related vendor management, including communicating expectations, prioritization, coordination of deliverables & services, and follows through to ensure timelines are met.
- Performs a variety of complex analytical duties in the development, operation, administration, and support of the Center's CAD System.
- Responds to user inquiries on CAD system operations; troubleshoots and diagnoses system and user problems.
- Manages and troubleshoots CAD system integration including interfaces.
- Troubleshoots technical issues and identifies modifications needed in existing applications to meet changing user requirements.
- Troubleshoots, analyses, and resolves system problems. Works proactively to identify potential issues and recommends/implements preventative solutions.
- Oversees, supports, and coordinates operations of the Mobile Dispatch Computers in Public Safety vehicles; works with designated subject matter experts from Police, Fire, EMS, IT Departments on system infrastructure.
- Confers with staff from various departments and outside agencies to facilitate upgrades as well as solve program, system, operational, and procedures problems; analyzes problems and recommends corrective action; designs, develops and implements solutions; coordinates system activities.
- Tests and supports a variety of specialized system, software, components and devices.
- Leads the evaluation and testing of new and enhanced CAD applications; installs and/or upgrades CAD software applications; troubleshoots and rectifies software related problems; coordinates and documents testing of new or revised CAD software applications.

- Provides technical assistance in the development of policies and procedures related to system availability, security and related services; maintains operational practices to support policies and procedures.
- Liaison with the Center's Operational unit to assist in refining business processes and develop recommendations and action plans including data standards, process workflows, and template configurations.
- Maintains CAD system security and integrity; monitors security of CAD system and supporting applications; identifies unauthorized access and potential security risks; makes recommendations on security enhancements.
- Performs technical writing duties in the development, production and maintenance of system documentation, instructional materials and procedural manuals.
- Develops and delivers user training and presentations on new systems and upgrades to internal and external clients.
- Develops, maintains, and exercises CAD business continuity plan and procedures.
- Ability to report to the Center's backup site as required.
- Represents the Center at meetings as requested; serves on various committees.
- Supports the Commission on Accreditation for Law Enforcement Agency (CALEA) accreditation program.
- Maintains high level of confidential and sensitive information in a discrete and professional manner.
- Provides high level of professionalism and customer service to all internal and external contacts.
- Be reliable, dependable and report for work on a consistent basis.
- Performs related work, special projects or other duties as assigned.
- Ability to meet ACCESS/CJIS requirements, including maintaining a record free of felony convictions.

#### **REQUIRED KNOWLEDGE OF/SKILL IN:**

- Methods and techniques of hardware and software installation, configuration, and troubleshooting.
- Principles, practices, methods, and techniques used in functional and system analysis.
- Methods and techniques for developing and maintaining technical and functional documentation.
- Principles and practices of system security and administration.
- Principles and methods of customer service.
- Understanding of principles and methods of server virtualization.
- Knowledge of relational data modeling principles and techniques.
- Basic understanding SQL queries.
- Principles and techniques of system monitoring, diagnosing, and troubleshooting.
- Methods and techniques of business continuity.
- Principles and methods of system testing methodologies.
- Self-directed and able to perform task with minimal supervision.
- Display strong inter-personal, verbal and written communication skills.
- Excellent communication skills and the ability to generate concise technical reports.

**REQUIRED ABILITY TO:**

- Take initiative on variety of issues.
- Coordinate multiple priorities and competing demands on time.
- Demonstrated ability to handle and manage multiple projects and assignments.
- Report for work on a reliable and dependable basis.
- Demonstrate creative thinking and a willingness to learn and execute.
- Demonstrated ability to manage work schedules and project priorities.
- Analyze and solve problems.
- Learn new technologies and assimilate new information quickly.
- Strong problem-solving skills & attention to detail.
- Coordinate and participate in system analysis, design, and programming.
- Accurately identify and evaluate client software needs and requirements.
- Apply critical thinking, problem solving, and collaborative approaches to improving services.
- Analyze situations thoroughly, identify potential problems, and find effective solutions.
- Interpret applicable laws, regulations, policies and procedures.
- Establish and maintain positive and professional working relationships with managers, coworkers, and customers.
- Present ideas and recommendations in a clear and concise manner written and orally.
- Communicate effectively in English both orally and in writing.
- Strong communication skills, written and verbal.
- Provide excellent interpersonal skills while working collaboratively and cooperatively with co-workers and customers.
- Develop and deliver clear and concise reports for intended audiences.
- Apply appropriate independent initiative, discretion, judgment, and organizational skills to a variety of projects, assignments and situations.
- Strong service orientation.
- Understand and execute complex oral and written instructions. Apply available guidelines, policies or procedures in diverse situations.
- Be “on-call” on a rotation basis; carry a cellular phone.

**REQUIRED EDUCATION AND EXPERIENCE:**

- BS Degree in Computer Science, Information System Management, or related technical field.

**OR**

- Any combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties and responsibilities listed.

**DESIRED QUALIFICATIONS:**

- Public Safety Experience.
- Advanced systems analysis experience.
- Advanced functional analysis experience.
- Advanced Knowledge of Virtualization

**LICENSES AND CERTIFICATION:**

- Washington State Driver's License and good driving record.

**WORK ENVIRONMENT:**

- Typical office environment.
- Occasional regional travel required including to back-up and offsite locations.

**PHYSICAL DEMANDS:**

- Sitting for extended periods of time working at a computer keyboard.
- Seeing to read and comprehend basic technical, narrative, diagrams and schematic computer information.
- Hearing and speaking to exchange information.
- See Appendix CSA – A

Approved: