Cavalier Johnson
Mayor

Kristin Hennessey Urban
Special Deputy Director

Molly King
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Labor Negotiator

Department of Employee Relations

Job Evaluation Report

Fire and Police Commission Meeting: September 18, 2025

Department of Emergency Communications

Current	Recommendation
Business Systems Manager PR 1LX ($96,998 - $135,794) FN: Minimum Rate: $108,099 (One Position)	Emergency Communications Technical Support and Integration Engineer PR 2PX ($96,998 - $135,794) FN: Minimum Rate: $108,099 (One Position)

Note: Residents receive a 3% Resident Incentive Allowance.

Under the direction of the Emergency Communications Director, the Emergency Communications Technical Support and Integration Engineer is responsible for multiple department and public safety information technologies (IT) and systems. This includes and not limited to providing advanced support, diagnostics, and troubleshooting, interfaces, integrations, hardware troubleshooting, software troubleshooting, and software configurations, programming, and project management. This position serves as the department's liaison to various stakeholders for the multiple technologies, systems and IT projects.

Key responsibilities include general IT support and operations, IT technical and integration support and IT project management coordination. These responsibilities include:
- Serve as a point of contact for direct and end-users and stakeholders for general system assistance and troubleshooting, and other IT needs such as work stations.
- Ensure the smooth operation of IT infrastructure, including managing servers and networks, handling software configurations, updates, and troubleshooting.
- Design, develop, facilitate and/or support the connections (interfaces) between different systems, vendors and applications.
- Support designing and implementing IT solutions, with technical support during and after deployment; coordinate their integration between different parts of an enterprise and its divisions.
- Bridge gaps between business needs and IT solutions which would include analysis of existing technologies, systems and interfaces; propose improvements, and may be involved in the implementation and configuration of new software or system changes.
- Provide advanced support for complex technical issues, requiring deeper diagnostic and problem-solving skills for specific systems, applications, or interfaces.
- Facilitate technical, administrative, and end-user training for all clients and stakeholders.
- May aid in developing training curriculum and manuals, and delivering training.
- Oversee go-live and advises departments and stakeholders on system acceptance.

- Work with the EC Project Manager, act as the department liaison and coordinator for IT projects, identify appropriate resources, subject matter experts, and stakeholders.
- Organize IT tasks and solutions, track progress, and communicate with DEC Project Manager and stakeholders for IT initiatives and all-other related activities.

Minimum requirements include a Bachelor's degree in information technology, computer science, computer/systems engineering, management information systems, business, project management or a closely related field. Five years of progressively responsible professional experience in a large-scale information management and technology environment to include integration, systems analysis, programming, application development, and technical support. OR 8+ years of relevant business experience with applicable information technology systems or systems engineering. Experience in public safety desirable. Must be able to pass a criminal justice information service (FBI) background investigation and clearance check.
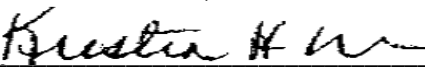
The department has requested this title change to reflect the position's job responsibilities. The Department of Emergency Communications has recently added an Emergency Communications Information Systems and Technology Manager. Once the position is filled, the Emergency Communications Technical Support and Integration Engineer will report to this new manager.

Therefore, the recommendation is to retitle the Business Systems Manager in Pay Range 1LX to Emergency Communications Technical Support and Integration Engineer in Pay Range 2PX. There is no recommendation to change the position's rate of pay.

Action Required - Effective Pay Period 21, 2025 (September 28, 2025)
* See addendum included in CCFN for Salary and Position Ordinance changes.

Prepared by: _____
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Reviewed by: _____
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