

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No.

City Service
Commission:
Fire & Police
Commission:

Finance
Committee:
Common
Council:

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: 01/13/2026		2. Present Incumbent:		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>	
3. Date Filled: 01/21/2024		4. Previous Incumbent:			
5. Department: Department of Emergency Communications			Bureau: Administration Division:		Unit: Section:
6. Work Location: 2333 N. 49 th St., 3 rd Floor			Telephone: Email:		Work Schedule: Hours: 40 / Days:
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		8. Bargaining Unit: If in District Council 48, which local?			9. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
10.	Official Title: Emergency Communications Systems Administrator			Pay Range 2MN	Job Code 5607NR
	Underfill Title (if applicable):				
	Requested Title (if applicable):				
Recommended Title (DER Use Only):				Approved by: Date:	

11. BASIC FUNCTION OF POSITION:

The Business Systems Administrator serves as the application owner and subject matter expert for the Milwaukee Department of Emergency Communications' (DEC) Computer-Aided Dispatch (CAD) and associated public safety software platforms. This position manages system configuration, user access, and business workflows to ensure CAD reliability, usability, and compliance with operational and technical standards. The Administrator collaborates closely with DEC operations, technical staff, and field personnel to maintain system performance, data quality, and interoperability. Acting as the primary liaison between DEC, Fire, Police, outside agency and vendor partners, the Administrator ensures technology solutions align with operational needs, public safety objectives, and the continuity of critical emergency communication services.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** ☒ or **Underfill Title** ☐):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
25	<ul style="list-style-type: none">Works with other departmental units and public safety agencies on quality control, workflow operations, and system configurations.Serve as application owner and subject-matter expert for CAD and associated public-safety software. Configure, administer, and maintain system settings, workflows, event types, permissions, and operational business rules.Ensure reliability, data integrity, and performance across dispatch, mobile, and command environments.
25	<ul style="list-style-type: none">Provide operational and technical support. Partners with DEC operations, Fire, and Police personnel to evaluate system functionality, coordinate change requests, document business needs.Translate operational requirements into technical configurations, vendor trouble tickets and/or requests for product enhancements.in an ongoing search for optimal performance.
15	<ul style="list-style-type: none">Coordinate vendor and upgrade management. Lead testing, validation, and deployment planning for CAD software releases, patches, and enhancements. Collaborate with the DEC Project Manager, Integration Engineer, and System Administrators to ensure smooth implementations and minimal service disruption
10	<ul style="list-style-type: none">Oversee CAD data governance and quality assurance. Monitor data accuracy, naming conventions, event codes, and operational templates.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	ESSENTIAL FUNCTION
	<ul style="list-style-type: none"> Collaborate with the Business Intelligence Analyst to support accurate reporting, analytics, and compliance metrics (e.g., NFPA 1225/1710, NG911).
10	<ul style="list-style-type: none"> Develop and maintain documentation and standards. Create and update configuration guides, system procedures, user documentation, and change-management records. Maintain version control of CAD configurations and operational reference materials.
2	<ul style="list-style-type: none"> Participate in an on-call rotation to provide after-hours technical support for mission-critical CAD and public safety systems, ensuring continuity of operations during incidents, outages, or emergencies.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
5	<ul style="list-style-type: none"> Support training and user adoption. Partner with the DEC Training Unit to develop user-level training content and assist in system-related training sessions. Provide technical guidance during new feature rollouts or operational changes.
3	<ul style="list-style-type: none"> Participate in governance and coordination meetings. Represent CAD in change-control reviews, technology planning sessions, and after-action evaluations to ensure alignment with citywide public-safety technology goals.
3	<ul style="list-style-type: none"> Cross-train with other IT team members to maintain general awareness of system interdependencies, supporting team coverage during absences or major events.
2	<ul style="list-style-type: none"> Participate in professional development, vendor user groups, or training opportunities to stay current on CAD technologies, public safety system advancements, and best practices.

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Emergency Communications Information Systems and Technology Manager (IT Manager)

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

This individual will primarily work independently to carry out job responsibilities associated with this position. The Emergency Communications IT Manager will provide adequate supervision.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 0.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

of supervision exercised by indicating one or more of the following:		
a. Assign duties	e. Sign or approve work	
b. Outline methods	f. Make hiring recommendations	
c. Direct work in progress	g. Prepare performance appraisals	
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such	
Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

- A Bachelor's Degree in IT, Computer Science, Engineering, Management Information Systems, or a related field.
- Four (4) years of progressively responsible systems administration experience in a large-scale Information Technology environment.

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- OR an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

ii. Knowledge, Skills and Abilities:

- Strong understanding of public safety operations, dispatch workflows, and how CAD and related systems support daily field and communications activities.
- Skill in configuring, maintaining, and optimizing CAD and mobile applications to ensure system reliability, usability, and data accuracy.
- Ability to identify and troubleshoot issues across software, hardware, and network layers, coordinating with technical staff or vendors as needed.
- Working knowledge of networking fundamentals, permissions, user authentication, and system dependencies used in CAD environments.
- Proficiency in SQL for querying, validating, and troubleshooting data within CAD and related databases.
- Advanced proficiency in Excel for data review, analysis, and documentation; familiarity with data transformation and reporting techniques.
- Familiarity with HTML, XML, and other scripting or markup languages commonly used in CAD configurations, interfaces, and reporting tools.
- Understanding of application administration principles, including workflow logic, user access control, and version management.
- Ability to interpret and apply technical documentation, schemas, and configuration specifications.
- Strong understanding of change control, testing, and release management for mission-critical public safety software.
- Ability to translate operational requirements into accurate and sustainable system configurations that align with DEC standards and procedures.
- Excellent written and verbal communication skills, with the ability to explain technical issues clearly to non-technical audiences.
- Strong documentation skills for maintaining procedures, configuration guides, and reference materials.
- Highly organized and detail-oriented, capable of managing multiple priorities and responding quickly in a 24/7 operational environment.
- Commitment to professional development and continuous improvement in emerging CAD, mobile, and public safety technologies.
- Demonstrated ability to collaborate effectively with operations, IT, and vendor partners to maintain reliable and efficient service delivery.
- Maintains confidentiality of restricted data and ensures compliance with CJIS, NG911, and departmental security standards.

iii. Certifications, Licenses, Registrations:

Training or certification related to CAD administration, NG911 systems, public safety communications, or incident management software preferred

iv. Other Requirements:

The selected individual will be required to complete a Criminal Justice Information Services (CJIS) background check as a condition of employment. Employees will be expected to work after-hours technical support for mission-critical CAD and public safety systems, ensuring continuity of operations during incidents, outages, or emergencies.

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to

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enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

<input type="checkbox"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input type="checkbox"/>	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input type="checkbox"/>	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input checked="" type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input type="checkbox"/>	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

<input checked="" type="checkbox"/>	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input type="checkbox"/>	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

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<input checked="" type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work:** _____%

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	The worker is required to wear a respirator.

K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

<input type="checkbox"/>	Camera and photographic equipment	<input checked="" type="checkbox"/>	Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/>	Cleaning supplies	<input checked="" type="checkbox"/>	Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/>	Commercial vehicle	<input type="checkbox"/>	Packing materials (boxes, shrink wrap, etc.)
<input type="checkbox"/>	Data processing equipment	<input checked="" type="checkbox"/>	PC equipment (monitor, keyboard, printer, etc.)
<input type="checkbox"/>	Handcart	<input checked="" type="checkbox"/>	PC software
<input type="checkbox"/>	Hand tools (please list):		
<input type="checkbox"/>	Office Machines (check all that apply): <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input type="checkbox"/> Calculator <input type="checkbox"/> Cash register		
<input type="checkbox"/>	Other (please list):		

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

M. I believe that the statements made above in describing this job are complete and accurate.

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Signature of Department Head or Designated Representative

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