

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: 4/14/22		2. Present Incumbent: New 2022 Position		Is incumbent underfilling position?	
3. Date Filled:		4. Previous Incumbent: n/a		YES <input type="checkbox"/> NO <input type="checkbox"/> If YES, indicate Underfill Title in box 10.	
5. Department: Dept. of Emergency Communications			Bureau: Division:		Unit: Section:
6. Work Location: PSAP/Communications			Telephone: Email:		Work Schedule: Hours: 40 / Days: M-F
7. Represented by a Union? Yes No X		8. Bargaining Unit: If in District Council 48, which local?			9. FLSA Status (check one): Exempt Non-Exempt X
10.	Official Title: Emergency Communications Systems Administrator			Pay Range	Job Code
	Underfill Title (if applicable):			2LX	
	Requested Title (if applicable):				
Recommended Title (DER Use Only):				Approved by: Date:	

11. BASIC FUNCTION OF POSITION:

The Emergency Communications Systems Administrator is responsible for the OnCall system functionality, features, capabilities, and will manage the configuration utility to make changes in the system. These positions serve as liaisons to the Fire and Police Department on DEC operations, MPD and MFD operations, and the OnCall CAD/Mobile system.

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"> Provides technical oversight for the day-to-day operations of various public safety information systems with substantial contact with departments' staff to ascertain system needs and provide user assistance. Serves as the central resource for reviewing and analyzing problem reports from users, and provides subsequent contact with vendor support personnel. Works with public safety on quality control, workflow operations, and system configurations.
25	<ul style="list-style-type: none"> Configures, monitors, and maintains access security for the system. Implements and maintains network and database components, including diagnostics. Monitors and analyzes system performance, application and error logs. Tunes system and databases for optimal performance.
15	<ul style="list-style-type: none"> Plans and implements hardware, operating system, and application installations and upgrades. Researches, evaluates, and tests proposed upgrades and service patches prior to implementation to ensure compatibility and continuity of operations. Maintains physical and technical infrastructure, directories and system documentation. Maintains and documents interfaces between public safety systems. Conducts analysis of public safety systems and network management, capacity planning, fault tolerance, and disaster recovery. Plans and implements system backups and coordinates recoveries, including offsite disaster recovery.
15	<ul style="list-style-type: none"> Collaborates and communicates with other departments' IT support staff on all system changes, direction, planned upgrades and other matters pertaining to the application. Coordinates efforts with GIS staff in support of all mapping applications associated with public safety applications, mobile data, and other applicable systems.

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
10	<ul style="list-style-type: none"> Remains abreast of new developments regarding public safety systems and related technologies, and makes recommendations regarding such developments. Implements policies, procedures, and standards to ensure conformance with public safety standards and objectives.
	<ul style="list-style-type: none">
	<ul style="list-style-type: none">

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
10	<ul style="list-style-type: none"> Trains and cross-trains other IT staff on public safety systems support.
	<ul style="list-style-type: none">
	<ul style="list-style-type: none">

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Emergency Communications Director or Interim Director

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 largely work independently to carry out job responsibilities associated with this position. Adequate supervision will be provided by the Emergency Communications Director.

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
- Five (5) years of progressively responsible systems administration experience in a large scale Information Technology environment
- OR an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

ii. Knowledge, Skills and Abilities:

- Experienced with Public Safety organizations or other mission-critical environments.

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- Experienced with developing plans for implementing and maintaining software applications and providing end-user support.
- Knowledgeable in project life cycles and project management principals.
- Experienced in coordinating with vendors and IT teams regarding maintenance and performance issues; prioritizing and testing bug fixes.
- Experienced in managing, maintaining, and troubleshooting servers, desktops, and mobile computers.
- Skilled with SQL, SSMS, SSRS, SSIS, SSAS, Stored Procedures, PowerShell, ETL, ITIL, XML, Python.
- Familiar with Business Intelligence, Data Visualization, Interactive Dashboards, and Data Modeling.
- Familiar with local area networks (LANs), wide area networks (WANs), intranets and other communication systems.
- Familiarity with VMWare VSphere environment is desirable.
- Open to participation in Public Safety Technology Standards committees and user groups.
- Ability to develop policies, procedures and internal standards to ensure conformance with State and National public safety objectives.
- Must possess excellent planning, organizational and time-management skills with the added ability to work under pressure, changing priorities as necessary.
- Outstanding communications skills, both oral and written. Ability to produce technical and user-level documentation.
- Ability to maintain confidentiality of restricted information.

iii. Certifications, Licenses, Registrations:

iv. Other Requirements:

The selected individual will be required to successfully complete a Criminal Justice Information Services (CJIS) background check as a condition of employment.

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 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.

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	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
	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.
	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
	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.
X	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
X	Grasping: Applying pressure to an object with fingers and palm.
	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
X	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.
X	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.
X	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
	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:

X	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.
	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.
	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.
	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.
	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:

X	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).
	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.)
	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
	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:

X	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
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	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (<i>i.e. warehouses, covered loading docks, garages, etc.</i>)
	The worker is subject to outside environmental conditions: No effective protection from weather.
	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
	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.
	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
	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.
	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.
	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
	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:

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

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.

Signature of Department Head or Designated Representative

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