

PUBLIC SAFETY INFORMATION TECHNOLOGY SYSTEMS COORDINATOR

DEFINITION

Under direction, performs analytical duties in the development, operation, administration, and support of the City's public safety information systems including the Computer-Aided Dispatch (CAD) System for E9-1-1; ensures critical police and fire systems function efficiently and effectively on a 24/7 basis; manages projects related to maintaining and enhancing safety systems; tests and supports a variety of specialized computer hardware, software, components and devices; provides technical support and assistance to end users; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS

This is a non-sworn, professional level classification. Work in the class is distinguished from that of lower level technical classes by the level of professional responsibility assumed and the complexity of duties assigned. Employees at this level are required to be fully trained in all functional assigned area/s of responsibility.

EXAMPLES OF DUTIES

1. Performs a variety of analytical duties in the development, operation, administration, and support of the City's public safety information systems including the Computer-Aided Dispatch (CAD) System for E9-1-1; tests and supports a variety of specialized system hardware, software, components and devices.
2. Participates in the evaluation and testing of new and enhanced applications; installs or upgrades software applications; troubleshoots and rectifies hardware and software related problems; coordinates and documents testing for new or revised software applications; deploys new applications in assigned areas.
3. Investigates, analyzes, and resolves computer related problems; resolves compatibility problems; troubleshoots system software, hardware and communication problems; recommends and implements changes and improvements.
4. Serves as liaison with system software and hardware suppliers and vendors; initiates request for proposal documents for the selection of professional service contracts; monitors contracted services for quality and compliance with City standards.
5. Serves as focal program management point on a variety of projects related to computer-aided dispatch; evaluates public safety operational requirements; researches and develops information systems solutions; develops budgets; monitors project performance and compliance with applicable specifications; ensures quality and timeliness of work performed.
6. Maintains system security and integrity; monitors security of all systems and applications; identifies unauthorized access and potential security risks; makes recommendations on security enhancements.
7. Oversees and participates in the maintenance and repair of all computer hardware systems including printers, file servers, communication servers, and related equipment; performs daily backup procedures.
8. Maintains network components including controllers, routers, bridges, and switches.
9. Responds to user inquiries on system operations; troubleshoots and diagnoses system hardware, software and operator problems.
10. Oversees and supports operations of the Mobile Dispatch Terminals in police and fire vehicles; works with designated technicians from the Police and Fire Departments on laptop hardware and software; troubleshoots or coordinates necessary repairs.
11. Performs technical writing duties in the development, production and maintenance of system documentation, instructional materials and procedural manuals; reviews hardware and software technical specifications.
12. Confers with staff from various divisions 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.
13. 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.
14. Contacts vendors for components, technical reference and/or services required for system maintenance and enhancement projects.
15. Troubleshoots problems as they arise on a 24/7 basis.
16. Assists other information systems staff as necessary.
17. May supervise, train and evaluate assigned staff.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four year college or university with major course work in information technology, public or business administration, or related field.

Experience: Four years of information technology experience in the operation and analysis of municipal agency and designated technology systems.

Knowledge

Knowledge of principles of information technology hardware and software; governmental policies and procedures; computer hardware and software applications; applications in word processing, spreadsheet, database programs/design and printer operations; best practices for implementing, troubleshooting, and resolving technical matters; equipment and software use in computer-aided dispatch; related principles of programming; and fiscal management.

Ability

Ability to effectively administer major programs; perform both complex and routine system maintenance; work with speed and accuracy; interpret and apply established City policies, procedures and codes; plan, administer and evaluate system applications; interpret and analyze information; draw valid conclusions and project consequences of decisions and recommendations; evaluate current programs and processes including cost factor analysis and operational requirements, and provide necessary recommendations; set priorities, meet deadlines and make sound decisions; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; communicate effectively; and establish and maintain effective working relationships with employees, vendors, and the general public.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after-hours emergency calls as required.

Ability to transport and install computers and related equipment involving physical dexterity, moderate lifting and carrying of up to 50 pounds.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.