

Jefferson County Job Description

Position Title:	CAD Administrator		
Department	Emergency Communications	Date:	7/1/2022
Reports to:	Director of Communications	FLSA Status	Non-Exempt

Statement of Duties: Employee manages the Jefferson County Integrated Public Safety Computer Systems to include the software, hardware and associated network infrastructure for the County and its law enforcement, fire, and EMS response agencies. Provides evaluation of systems and recommendations for patches and upgrades; manages upgrades of hardware and software; interfaces with vendors for support, updates and training; and manages the knowledgebase and provides assistance to user agencies on use of systems. Works with County IT staff in coordination with other systems integration. Employee is required to perform all similar or related duties.

Supervision Required: Works under the general direction of the Communications Director. Employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities. The employee is expected to solve, through experienced judgment, most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Supervisory Responsibility: Employee, as a regular and continuing part of the job, *assists other workers* in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by the group lead. The employee is charged mainly with ensuring systems management and proper use of system versus personnel management. Should any employee's assigned to work subordinate to the CAD Administrator either temporarily or on a permanent basis will require the CAD Administrator to supervise personnel.

Confidentiality: Employee has access to confidential information of the department, including personnel files, criminal investigations, client records, department records and system records and logs.

Accountability: Consequences of errors, missed deadlines or poor judgment may include time loss, adverse public relations, jeopardize programs, monetary loss, labor/material costs, danger to public health/safety, officer safety, and legal repercussions.

Judgment: Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline.

Complexity: Work consists of administering a variety of complex technical systems utilized in a

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mission critical public safety 9-1-1 environment. Loss of use of any system can have negative or detrimental consequences to a citizen or emergency responder. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: Work is performed in an office environment or data computing center. Work may have sustained posture in a seated position for a prolonged period of time. Employee may be exposed to biohazards, emotional stress, and risk of personal injury. Must be available for emergency recall on evenings, weekends, and/or holidays. Must be willing to travel as required for duties or training.

Nature and Purpose of Relationships: Relationships are constantly with co-workers, public safety partners, and the public. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance involving the Integrated Public Safety Computer Systems. The employee communicates departmental practices, procedures, regulations or guidelines. Employee may be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

Occupational Risk: Duties of the job present little potential for injury to the employee. Risk exposure is similar to that found in typical emergency dispatch settings.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Obtain and maintain certification as a certified System Application Administrator (SAA) in the current CAD system.
2. Responsible for support and management of the public safety integrated computer systems utilized by the dispatch center and partnering public safety response agencies to include, but not limited to: managing software, hardware, servers, firewalls, switches, hubs, workstations, monitors, cabling, accounts, code tables, files, and reports.
3. Troubleshoot, diagnose, and resolve problems to enhance the dependability and accuracy of the CAD system.
4. Oversee and/or participate in the development, implementation and maintenance of the CAD system goals, objectives, policies and procedures as recommended by the public safety agencies; ensure that goals are achieved.
5. Maintain superior overall performance of systems and perform regular analysis to isolate the source(s) of problems which may result from software, hardware and/or operator error.
6. Resolve issues presented in any of the automated systems by any user. Work with agency

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users at all levels to ensure optimal use of the systems.

7. Administer system security controls to protect access, integrity, function, and security of system data files. Maintain system logs for procedural accountability.
8. Manage support ticketing (CADSUPPORT) system and assign tickets to appropriate users.
9. Serve as the point of contact for dispatch to resolve inquiries and technical requests. Interface and consult with public safety hardware and software vendors for any elevated system support.
10. Maintain thorough and accurate records of Criminal Justice Information System (CJIS) security of users of the system. Administer and manage user training and certification to West Virginia Automated Police Network (WEAPON). Administer CJIS training for any personnel required for compliance to Department of Justice requirements.
11. Interface with managers of agencies to provide reports through CAD or Crystal Reports.
12. Serve as member on the County/Department IT committee and schedule and coordinate regular meetings and agendas.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's Degree in computer science, information systems management, or related field. Three to five (3-5) years of experience in technical support and programming in an environment with multiple systems.

Special Requirements: Must have a thorough understanding of the principles and practices of a public safety emergency services workplace. Employee must successfully pass a fingerprint-based background check, complete Criminal Justice Information Systems security training within six months of date of hire and have/obtain a valid West Virginia Operator's license thirty days from date of hire.

Knowledge, Abilities and Skill

Knowledge: Knowledge and experience with Spillman / Motorola Solutions Flex CAD and related products in a Windows® Server operating environment. Knowledge of laws, codes, regulations, policies and procedures pertaining to emergency communications, first responder practices and procedures, and geographical layout of the County.

Abilities: Effective interpersonal and customer service skills to courteously deal with system users and staff requiring assistance. Build working relations with staff to effectively relay instructions and training. Develop and maintain good working relations with County employees, outside local, state and federal agencies, law enforcement agencies, fire/EMS agencies and vendors. Work well independently, as well as in a team environment, which requires coordination with other staff or agencies. Adapt to new computer technology and system management methods in a timely manner

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to effectively administer the systems. Deal with stressful situations, and maintain confidential information. Communicate effectively orally and in writing in a professional business-like manner. Maintain a professional appearance.

Skills: Multi-task and possess organizational and time-management skills in order to meet deadlines. Possess technical skills to understand and administer complex computer systems for critical public safety communications.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills: Little physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There will be occasional lifting of objects such as computer equipment, network appliances, printers, and photocopy paper.

Motor Skills: Position requires critical thinking problem-solving skills. Position also requires motor skills for activities such as: operating a personal computer and/or most other office equipment, typing and/or word processing, filing, moving objects, sorting of papers or operating a motor vehicle.

Visual Skills: Position requires routine reading of documents, and reports for understanding, color vision needed.