

City of Portland

## CLASS SPECIFICATION

### EMERGENCY COMMUNICATIONS SYSTEMS ADMINSTRATOR

[CLASS CODE]

[ESTABLISHED DATE]

#### CLASSIFICATION SUMMARY

Reports to a Director or other executive-level position. Under general direction, responsible for maintaining regional multi-jurisdictional emergency communication systems and applications.

Responsibilities include: overseeing the Computer Aided Dispatch (CAD) and Mobile Data Terminals (MDT) systems; organizing and monitoring emergency communications systems operations; managing various communications systems projects; overseeing maintenance, testing, and system update schedules; ensuring quality and efficient communications systems; evaluating system performance; administering and delivering communications system assistance and services; overseeing and administering workload to subordinate staff.

#### DISTINGUISHING CHARACTERISTICS

Emergency Communications Systems Administrator is a distinct supervisory-level classification.

Emergency Communications Systems Administrator is distinguished from the Business Systems Analyst series in that the former manages business systems for regional multi-jurisdictional emergency communications systems and applications.

Emergency Communications Systems Administrator is distinguished from Communications Systems Administrator in that the latter oversees planning, design, acquisition, installation, maintenance, and repair of radio and video communications systems, networks, facilities, equipment, and related programs.

#### ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. Develop, manage, and maintain computer systems and interfaces for emergency services including CAD, MDT, Law Enforcement Data System (LEDS), National Crime Information Center (NCIC), fire and emergency medical response stations; collaborate with vendors to ensure optimized and undisrupted system operation.
2. Review, prioritize, and respond to CAD feedback reports; test operational systems for various configuration changes.
3. Respond to operations staff inquiries; provide system update training to users; assist with the preparation of training documentation.
4. Collaborate with regional partner agencies and jurisdictions to ensure optimal system operations and usage.
5. Maintain and provide source update documentation to all users; test all software updates for the MDT applications and disseminate to partner agencies.
6. Recruit, hire, schedule, assign work to, and supervise staff; develop personal development targets; provide instruction for performance improvement and development; evaluate performance and complete annual performance reviews; recommend discipline as necessary.

7. Lead, supervise, and provide assistance to organizational unit; create a positive and supportive work environment; promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.

### **SUPERVISION RECEIVED AND EXERCISED**

The work of this classification is performed under general direction established by a Director or other executive-level position.

Directly supervises assigned employees.

### **KNOWLEDGE/SKILLS/ABILITIES REQUIRED**

1. Knowledge of CAD and MDT systems, applications, and interfaces.
2. Knowledge of the principles, tools, and techniques for emergency communication system project planning and management and the ability to apply them.
3. Knowledge of optimization of public safety communication systems.
4. Knowledge of the principles and standards of employee supervision, including training, scheduling, and performance evaluation.
5. Knowledge of fundamentals and methods of planning, organizing, and allocating work to subordinate staff.
6. Ability to design, test, implement, manage, and support complex technology solutions.
7. Ability to analyze customer business, communication, and communication system needs; identify alternative technological approaches; develop integrated, efficient, and cost-effective implementation plans.
8. Ability to supervise and direct a diverse staff of technical personnel.
9. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively.
10. Ability to apply analytic and problem-solving skills to develop sound, well-reasoned decisions, conclusions, and recommendations.
11. Ability to establish and maintain effective working relationships with those contacted in the course of work; demonstrate tact, diplomacy, and patience, and gain cooperation through discussion and collaboration.
12. Ability to supervise a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.

### **MINIMUM QUALIFICATIONS REQUIRED**

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

**Education/Training:** Bachelor's degree from an accredited college or university with major course work in business administration, information technology, computer science, or related field;

AND

**Experience:** Seven (7) years of progressively responsible experience with integrated system configuration, business process analysis, project management, and data modeling.

### **Special Requirements and/or Qualifications:**

State of Oregon Law Enforcement Data System certification.

Criminal Justice Information System Background Clearance.

**Preferred Qualifications:**

Experience in public safety telecommunications and/or computer technology.

Experience in a supervisory role.

Minimum Salary: xxxxx per [pay period, month, annual]

Maximum Salary: yyyyy per [pay period, month, annual]

Bargaining Unit: Non-represented

FLSA Status: Exempt

HISTORY

Revision Dates: