

EAST BAY REGIONAL PARK DISTRICT

PUBLIC SAFETY DISPATCH SYSTEMS ADMINISTRATOR

GENERAL FUNCTION:

Under direction of the Public Safety Communications and Records Manager, the Dispatch Systems Administrator maintains a variety of public safety information system functions including computer-aided dispatch for emergency response of police, fire, and EMS services; user training and support; critical data and records management; reporting and analysis related to police, fire, medical and rescue incidents; and other sensitive and/or confidential public safety support functions.

ESSENTIAL FUNCTIONS:

Performs as systems administrator for the various Public Safety computer resources including computer-aided dispatch; development of response plans related to law enforcement and fire protection needs throughout the District; department laptop program; mobile incident command unit; and other equipment and vehicles used in policing, fire, emergency medical response and other public safety service and protection activities. Analyzes information including police, fire and EMS reports from the field and ensures information systems and workflow are effectively integrated to process information effectively. Participates in system development; analysis; programming; backup and recovery; and related support. Responsible for data conversion; implementation of new systems or software; and facilitation of links with other systems, locations, and agencies ensuring proper system interface. Monitors equipment enhancements and computer industry advancements to determine needs and feasibility of computer upgrades; makes recommendations of hardware and software needed to operate and update systems including support costs; installs revisions and upgrades as approved; and provides staff training and support. Preserves system integrity and security. Provides reports and ensures data accuracy. Ensures legal and regulatory compliance including system and personnel access are in compliance with all applicable laws, rules, regulations, policies and procedures governing the automated systems. Collects, prepares, and transmits applicable departmental statistical data to and as required by local, state, or federal agencies. Researches criminal data; performs crime mapping; and builds and maintains crime trend and analysis databases to assist in resource deployment, crime prevention, solving investigations, or analyzing intelligence information. Performs systems research, tracking, and analysis of other public safety activity including fire operations, medical and rescue incidents. Maintains a record of information disseminated for tracking purposes. Collaborates with other District departments such as Information Services and Operations as needed for resource acquisition and allocation, budgeting, and deployment planning.

OTHER FUNCTIONS AND DUTIES:

Performs problem-solving and other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education: Graduation from high school or equivalent; and college-level coursework in computer science or technology; and

EAST BAY REGIONAL PARK DISTRICT
PUBLIC SAFETY DISPATCH SYSTEMS ADMINISTRATOR JOB DESCRIPTION
PAGE 2

Experience: Three years experience in the use of or development of police, fire, or EMS dispatch systems, and one year experience providing technical support of computers or other automated information systems.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of police, fire or EMS dispatching methodologies. Knowledge of principles and methods of mainframe computer programming and system analysis; network operating systems; and network file management. Knowledge of geographic information systems; database management; backup and recovery functions. Ability to communicate clearly, concisely, and effectively both orally and in writing; in technical and non-technical terms. Ability to master and become the subject matter expert on the department's computer-aided dispatch system. Ability to work independently and exercise independent judgment; apply District and departmental policies and procedures; perform deductive and inductive reasoning; follow oral and written instruction; lift, move and carry equipment up to 50 pounds; bend, stoop and crawl in confined spaces. Ability to establish and maintain cooperative working relationships with those contacted in the course of work at all levels, with a focus on quality service to internal and external customers.

SPECIAL CONDITIONS OF EMPLOYMENT:

Individuals hired in this position must be able to pass a thorough background investigation. A California Driver's License is a condition of initial and continued employment in this classification. Unusual hours may be required including weekends, evenings, and holidays as well as emergency overtime or on-call assignments.

REPORTS TO: Public Safety Communications and Records Manager

SUPERVISES: May supervise temporary or seasonal staff including Public Safety Student Aide.