

CAD Systems Specialist (Promotional) Tompkins County

Department: Department of Emergency Response
Classification: Competitive
Labor Grade: White Collar Grade 15
Approved: Title changed from Dispatch Supervisor/CAD Systems Specialist 12/20
Revised: 8/14; 10/16; 3/20; 6/21; 4/24
By: HB, Deputy Commissioner of Human Resources

QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:

Admission to this departmental promotion examination will be limited to current employees of the Tompkins County Emergency Response Department. Applicants must currently hold, and have held 36 months of competitive class status as a Dispatch Supervisor or 72 months of full-time competitive class status in the title of Emergency Services Dispatcher or an equivalent combination as determined by the Commissioner of Personnel.

SPECIAL REQUIREMENTS:

An applicant must be eligible for all NYSPIN certifications and/or eJustice portals (pass a criminal background check) at the time of application and, if hired, must maintain such eligibility for the duration of employment.

Must obtain certification as a CAD System Applications Administrator through the department's CAD Systems vendor within one year of the date of appointment and maintain certification for the duration of employment.

Must possess a valid New York State motor vehicle operators license or otherwise demonstrate the ability to meet the transportation requirements of the job.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

The primary responsibility of the CAD Systems Specialist is to perform administrative and technical duties in researching, recommending, installing, integrating, and trouble-shooting hardware and software in support of Tompkins County's Computer-Aided Dispatch (CAD) system. The incumbent will work closely with the Information Technology Services Department (ITS), GIS, and other jurisdictions and special districts within Tompkins County, including local, state and federal agencies, to support a collaborative public safety system. This position requires a thorough knowledge of CAD software applications, operating systems, and the ability to train supervisors and dispatchers in CAD applications. CAD Systems administration includes, but is not limited to: maintaining computer and dispatch data back-ups; maintaining and performing routine updates of the anti-virus software; maintaining security by assigning user or group permissions; providing for network expansion; installing software updates, fixes and patches for the CAD System, etc. CAD Systems Specialists perform a variety of clerical duties related to their communication functions. The work is performed in accordance with established policy under the general supervision of the Systems Manager. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Attends meetings and trainings as necessary or requested;
- Oversees operation of the computer systems and CAD System as directed by the Systems Manager;
- Participates in the development and maintenance of fire and EMS CAD response plans;
- Works with the Communications Center Manager and Systems Manager to develop and implement best practices and policies related to the standardization and use of the CAD systems for the 9-1-1 Center and the Emergency Services Dispatchers;
- Works with ITS and the Communications Center Manager on account management, installing, configuring, testing and training of users on systems software and CAD systems interfaces including NYS provided eJustice integrated Justice Portal, mobile data terminals, and other mobile devices, radio dek head statuses, and other components or integrated systems in the 9-1-1 center;
- Communicates with vendors and other technical support personnel to resolve problems as they relate to CAD systems,

- radio systems and the 9-1-1 Dispatch Center;
- Reviews the operation and maintenance of CAD information and incidents for quality control and improved efficiency purposes;
 - Monitors various systems in the Department of Emergency Response building, the 9-1-1 Center, and tower sites, troubleshooting problems and making appropriate notifications and documentation as needed.
 - Coordinates with ITS to provide help desk coverage and support for Emergency Services Dispatchers and other jurisdictional participants, including response to emergency calls for hardware, software, troubleshooting, and/or repair;
 - Conducts in-service training for Emergency Services Dispatchers, Supervisors and other public safety personnel as needed;
 - Proactively pursues up-dated, time sensitive CAD data and information and enter that data in accordance with the training and Guidelines;
 - Manages network peripherals and server-based software to assure system functionality, compatibility, security, integrity and effective resource sharing;
 - Installs, configures, tests and trains customers on system software and gateway interfaces including but not limited to NYSPIN, Radio system, mobile data terminals, DEK status entry, Net Clock, CAD, building access, video security system and other distributed software components;
 - Receives, evaluates, prioritizes, schedules work and takes action on requests for new computer hardware or software, or changes to existing hardware and software;
 - Performs all other duties as assigned by the Systems Manager.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of the geography of the county including location in City of Ithaca, towns, villages, other special districts, police department, fire department and emergency medical service operating areas;
- Thorough knowledge of the center's Computer-Aided Dispatch (CAD) operating systems and software applications;
- Thorough knowledge of the operation of radios, two-way radio communication system, including FCC regulations, computers and telephone equipment;
- Thorough knowledge of NYSPIN/eJustice rules and regulations;
- Thorough knowledge of the 9-1-1 system;
- Good knowledge of the call recording and playback system;
- Good knowledge of police, fire and EMS department terminology;
- Ability to clearly and concisely, communicate during emergency situations;
- Ability to translate/train other supervisors and emergency services dispatchers in CAD operations;
- Ability to perform CAD data entry at an acceptable rate of speed;
- Ability to manipulate an alphanumeric keyboard in order to prepare reports clearly and accurately;
- Ability to understand and follow oral and written instructions;
- Ability to deal effectively with the public in stressful situations;
- Clerical aptitude;
- Mental alertness and good judgment in emergencies;
- The employee's physical and mental condition shall be commensurate with the demands of the position.

Originally Created 01/03/2012

C139