Santa Cruz Consolidated
Emergency Communications Center
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE POLICE MEDICAL

Michael J. McDougall
General Manager

Santa Cruz Consolidated Emergency Communications Center

PUBLIC SAFETY COMMUNICATIONS SYSTEMS MANAGER

Class Purpose:

Under general direction, the Systems Manager performs work of considerable difficulty in managing, developing, implementing and coordinating the Center's information management systems, programs, and equipment, which includes a multi-functional computer-aided-dispatch system (CAD), a multi-jurisdictional law enforcement records management system (RMS), mobile data computer systems (MDC), E911 system, and other telecommunications console and network equipment, and systems projects.

Distinguishing Characteristics:

This single position class is responsible, directly and through subordinate personnel, for the ongoing administration, maintenance, development and efficiency of the various automated systems, networks, and other equipment necessary for the successful operation of the Emergency Communications Center and its ancillary technical programs. The Systems Manager is assigned management responsibility for the Systems Division, which includes (but is not limited to) CAD, RMS, MDC, and/or E911. This class reports to the General Manager who is responsible for planning, organizing and directing the activities of the Center and its communications facilities, programs, equipment and personnel. The next lower classification of Operations Supervisor is responsible for supervising the dispatching function on an assigned shift.

Typical Tasks:

Responsible for the development, implementation, integrity and on-going maintenance and programming of CAD (including Geofile updating), RMS, MDC and E911 files and equipment.

Responsible for the maintenance of information files in order to ensure that automated systems are up-to-date and current.

Implements necessary procedures and directs appropriate vendor support to ensure accomplishment and verifies completion.

Develops computer, network, telecommunications, and other equipment specifications for purchases.

Santa Cruz Consolidated
Emergency Communications Center
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE POLICE MEDICAL

Michael J. McDougall
General Manager

Santa Cruz Consolidated Emergency Communications Center

PUBLIC SAFETY COMMUNICATIONS SYSTEMS MANAGER

Manages the E9-1-1 Master Street Address Guide (MSAG) files and works with local entities and SBC to ensure additions and changes are made on a timely basis.

Serves as the Center liaison with direct and indirect, and User Agencies customers regarding systems administration, integration and operational function.

Administers and coordinates various maintenance and/or support agreements with vendors to ensure timely and cost-effective system support and performance.

Participates as a key Management Team member in researching, analyzing and evaluating the Center's performance in order to identify and recommend opportunities for system and operational improvements.

Provides supervision to lower classifications assigned to the Systems Division.

Assists in preparing guidelines and training courses to provide specialized training and education for new and existing dispatch and User Agency personnel. May teach classes as appropriate.

Assists the General Manager in the preparation in monitoring of the annual budget specific to system related accounts.

Acts for the General Manager during his/her absence.

Qualifications:

Considerable Knowledge of:

- the operation of a computer-aided-dispatch (CAD) system, video display terminals, radio dispatching consoles, enhanced 9-1-1, law enforcement records management (RMS) systems, mobile data computers (MDC), and other related public safety communications equipment and systems.

- communications technology and its application/impact upon the public safety and 9-1-1 industry.

- principles and practices of supervision and Quality Assurance and Improvement.

Santa Cruz Consolidated
Emergency Communications Center
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE POLICE MEDICAL

Michael J. McDougall
General Manager

Santa Cruz Consolidated Emergency Communications Center

PUBLIC SAFETY COMMUNICATIONS SYSTEMS MANAGER

- current methods, policies and procedures utilized in the Center and its associated equipment and systems.

- state and local law governing the maintenance, distribution and handling of official public records and information.

- information project management and system administration.

- Federal Communications Commission laws and regulations applicable to radio-telephone operation.

Skill and Ability to:

- interpret rules, regulations, policies and procedures to others and to systems and equipment needs, specifications, guidelines and enhancements.

- prepare clear, concise and understandable written documents, including policy and procedure drafts as they apply to the Systems Division.

- design and develop innovative and practical approaches to respond to the public safety communications information and system management needs of the Center and its User Agencies.

- work closely with numerous and diverse organizations and personnel to accomplish system related tasks and projects.

- instruct personnel on the proper use and operation of various systems and equipment necessary for their use.

- supervise, direct, assign and evaluate the work performance of subordinate staff assigned to the Systems Division.

Santa Cruz Consolidated
Emergency Communications Center
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE POLICE MEDICAL

Michael J. McDougall
General Manager

Santa Cruz Consolidated Emergency Communications Center

PUBLIC SAFETY COMMUNICATIONS SYSTEMS MANAGER

Training and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be the equivalent of four years of college level course work in system management, computer science, business management, or public safety administration. Experience supervising or managing a public safety systems unit, program or operation within a police, fire, emergency medical or consolidated emergency communications center may be substituted for college level course work on a year-for-year basis for a maximum of two years. Specific experience relating to public safety computer system administration, implementation or project management is highly desirable.

Minimum Employment Standards:

The minimum employment standards for all classifications are established by Policy No. 1021 and detailed within the *Critical/Essential Job Functions* for the position.

Licenses/Certificates:

Possession of a valid driver's license authorizing the operation of a motor vehicle within the State of California (within 30 days of employment).

Santa Cruz Consolidated
Emergency Communications Center
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE POLICE MEDICAL

Michael J. McDougall
General Manager

Santa Cruz Consolidated Emergency Communications Center

PUBLIC SAFETY COMMUNICATIONS SYSTEMS MANAGER

ESSENTIAL/CRITICAL JOB FUNCTIONS

Typical Tasks:

The *Typical Tasks* are detailed in the Class Specification entitled *Public Safety Communications Systems Manager* and are those duties that are essential to the function of this position.

Minimum Employment Standards:

Must be eighteen (18) years of age.

This is the minimum age for full time public employment.

Have the ability to hear and comprehend radio traffic and routine interpersonal communications with supervisors and dispatchers.

One of the reasons the position exists is to research, analyze, and evaluate the technical and operational performance of the Center. When researching, analyzing, and evaluating performance, the position must be able to hear and understand verbal recordings of radio and telephone traffic in order to assess and determine the nature and sequence of events under investigation and the quality of transmitted audio.

Have color vision adequate to determine various console lighting and color monitor displays.

A primary function of this position is to perform updating, programming, and computerized file building tasks, including the assignment of color-coding, using a computer terminal or personal computer with a color monitor.

Have the ability to read, write and speak clear and concise English.

The position must be able to read, write and speak in clear and concise English in order to instruct employees and User Agency representatives in the function and operation of systems and equipment. The position must also be able to transform detailed technical information into understandable written material for non-technical persons, review complex documents relative to public safety communications technical systems, and review written requests and discuss system and equipment needs and issues with interested technical and non-technical persons.

Santa Cruz Consolidated
Emergency Communications Center
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE POLICE MEDICAL

Michael J. McDougall
General Manager

Santa Cruz Consolidated Emergency Communications Center

PUBLIC SAFETY COMMUNICATIONS SYSTEMS MANAGER

ESSENTIAL/CRITICAL JOB FUNCTIONS

Have legible handwriting.

The reasons stated in the above standard also apply to this standard. In addition, one of the primary responsibilities of this position is to maintain written files, reports, and logs for the purpose of automated file maintenance and emergency manual operation. The inability of a data entry operator, or other dispatch employee, to read written files, reports, or logs prepared by the Systems Manager could result in erroneous data programming into an automated system. Erroneous data displayed to a dispatcher during an emergency situation could create a threat to the safety of User Agency field units and the public.

Have the physical, mental and functional ability to work effectively and accurately in a fast paced environment and to remain calm and professional when handling potentially stressful incidents.

The positions primary responsibility is to manage, implement, and maintain information, computer, and telecommunications systems critical to the Center's ability to receive emergency 9-1-1 telephone calls involving the safety of life and property, and the dispatching of suitable law enforcement, fire, and medical resources and equipment. During times of emergency, the position will be required to make split second decisions regarding the handling of unforeseen situations or events. Mental stability is critical in fulfilling the responsibilities listed above. Physical and functional attributes of the Systems Manager are listed under *Physical Requirements* in a following section of this document.

Have an ability to pass a comprehensive law enforcement background investigation.

Required due to the positions access to confidential law enforcement information.

Shall not have been convicted of any felony or any other crime which would prohibit Department of Justice approval for access to law enforcement information.

Required due to the positions access to confidential law enforcement information.

Santa Cruz Consolidated
Emergency Communications Center
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE POLICE MEDICAL

Michael J. McDougall
General Manager

Santa Cruz Consolidated Emergency Communications Center

PUBLIC SAFETY COMMUNICATIONS SYSTEMS MANAGER

ESSENTIAL/CRITICAL JOB FUNCTIONS

Licenses/Certificates:

Possession of a valid driver's license.

Approximately 25% of the time, the Systems Manager will be required to drive to the public safety provider agencies and other local government entities within the County of Santa Cruz (Capitola, Santa Cruz, Watsonville, and Scotts Valley) to discuss system and equipment issues, procedures, and policies. The Systems Manager may also attend meetings throughout the State as a representative of the Center. There is no staff available to drive the Systems Manager. Due to geography and location of the general area, and the 24 hour nature of the service provided, transportation is reasonable only by automobile.

Physical Requirements:

Strength.

Opening and closing file drawers; carrying stacks of computer print-outs and discs, files, records, and large reel recordings tapes; carry all types of office, dispatch, radio, and computer equipment and supplies including replacement units such as video display terminals and central processing units; rearrange chairs and tables in the Conference/ Training Room, Emergency Operations Center (EOC), and Alternate Site for meetings, drills, training exercises, and disaster operations; rearrange console equipment; be able to propel one's self between a desk, computer work station and files; be able to move about in a 15,000 square foot, single story facility throughout the day, and to various off-site locations throughout the County; stand behind and bend over dispatchers who are working at a CAD dispatch terminal during training, programming, or on-line situations; stand and move about before groups when teaching or facilitating a meeting; stand for an extended period of time to update wall mounted displays, maps, and charts.

Flexibility.

Bend, reach and stoop to work on computer workstations; bend over dispatchers to assist them with their work; reach over or around racks of radio, telephone, and computer equipment to troubleshoot or replace a wall mounted unit; reach for and change switches on facility equipment; climb wall mounts, or 6' ladder to inspect antennas, cables, video monitors, or other mounted equipment.

Santa Cruz Consolidated
Emergency Communications Center
495 Upper Park Road
Santa Cruz, California 95065
(831) 471-1000 Fax (831) 471-1010

9-1-1 FIRE POLICE MEDICAL

Michael J. McDougall
General Manager

Santa Cruz Consolidated Emergency Communications Center

PUBLIC SAFETY COMMUNICATIONS SYSTEMS MANAGER

ESSENTIAL/CRITICAL JOB FUNCTIONS

Coordination, stamina, movement and dexterity.

Assist in managing a stressful, long lasting major event within the Center; operate playback recorder controls in order to find an incident on a master recording tape and/or troubleshoot recording equipment; select and operate radio console controls; remain upright in a crowded meeting or training room; operate a CAD terminal; enter information and talk on the telephone; walking throughout and around equipment in the Center, equipment and computer room, Training/Conference Room, EOC, Alternate Site, and facility site; select proper buttons on telephone, radio and other communications devices; type on personal computer and CAD terminal.

Visual and hearing.

Read video display terminals, maps, charts, manuals, letters and documents; ability to operate a motor vehicle; observe the operations of the Center; observe employee and User Agency meetings or public groups; see wall displayed material; discriminate colors on a color coded CAD video display terminal; hear faint conversations on a master audio recording; hear a person from the back of a training class or meeting room; hear various levels of radio transmissions over console speakers, remote, or recording devices in a noisy environment; hear audible radio traffic from select/unselect (left/right) speakers to determine radio channel; determine type of primary radio, related control equipment, and telephone equipment alarms sounding by audio pitch; determine which telephone line is ringing by audio pitch.