

## **Santa Cruz Regional 9-1-1**

### **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.

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.

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#### Typical Tasks (continued):

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.
- 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.

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#### Qualifications (continued):

- 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.

#### 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.

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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).

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Business Office/Systems Mgr Specs

APPROVED: March 24, 2005