



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 SENIOR TECHNICIAN**

#### *Class Purpose:*

Under general direction, the Communications Systems Senior Technician performs complex technical duties while administering, monitoring, supporting, troubleshooting, repairing, and maintaining specific programs and/or systems within the Systems Division. The Systems Division is responsible for all information management systems and equipment, which includes a multi-functional, multi-jurisdictional computer-aided-dispatch system (CAD) and 9-1-1 system, a consolidated law enforcement records management (RMS) and mobile computer (MDC) system, and other telecommunications console and network equipment. This is the lead worker class in the Public Safety Systems Technician series.

#### *Distinguishing Characteristics:*

As a lead worker, Senior Systems Technicians exercise greater latitude of judgment in providing support for and troubleshooting, repairing, and maintaining various programs and/or systems as assigned. Systems may consist of hardware and/or software at the workstation and server levels. This position reports to the Systems Manager who is responsible for supervising and administering programs, systems, and equipment throughout the organization. This position is distinguished from the next lower class of Public Safety Systems Technician in that the latter is the entry level class in the Public Safety Systems Technician series.

#### *Typical Tasks:*

Assist the Systems Manager in the day-to-day duties of monitoring, troubleshooting, repairing, and maintaining information management systems and equipment.

In the absence of the Systems Manager, assumes responsibility for monitoring, troubleshooting, repairing, and maintaining information management systems and equipment.

Assist in researching, analyzing, and evaluating system performance in order to identify opportunities for improvement.

Facilitate communication with various system users in a variety of formats including, but not limited to, meetings, newsletters, e-mail, written correspondence, and website postings.

Assist in developing specifications for use in purchasing systems and equipment.

Responsible for on-going maintenance and programming of specific programs and/or systems as assigned, which may include (but are not limited to) Law Enforcement Records Management files and equipment, mobile computer files and equipment, Computer Aided Dispatch system



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(CAD) files and equipment, E9-1-1 equipment, Local Area Networking, wireless networking, and/or remote User equipment.

Responsible for the maintenance of information files within assigned system(s) in order to ensure that automated systems are up-to-date and current, and that management information reports are readily available.

Assist in providing specialized training courses and education for new and existing dispatch and User Agency personnel; may teach classes or individuals as appropriate or assigned. Assist in the setup of computer labs and training centers.

Confer with users of a system regarding operating problems. Perform routine troubleshooting and identify possible solutions and/or alternate courses of action. Respond to system users by phone, e-mail, and on-site visits.

Perform installation and upgrades of software, install and support local area network hardware and software.

Keep informed regarding developments in microcomputer, minicomputer, and mobile data computer technology and related issues.

Maintain inventory of computer equipment for assigned system(s).

Prepare documentation and maintain records for assigned projects.

#### Qualifications:

Knowledge of:

- Contemporary PC-based operating systems; relational data base management systems; local and wide area networks; programming techniques and documentation; debugging techniques; data storage methods and techniques; data communications methods, devices, and data security techniques
- Principles and practices of network operating systems, including but not limited to Windows NT, 2000, XP and Windows Server 2000, 2003
- Principles, procedures, practices, techniques, and nomenclature associated with mobile data computer, microcomputer, and data-communication systems and operations



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- Capabilities and limitations of related hardware including PC's, monitors, printers, disk storage, and communication devices
- Capabilities and limitations of mobile data computers, microcomputer software, including operating systems
- Microsoft DOS and Windows NT/2000/XP
- Geofile maintenance

#### Skill and Ability to:

- Interpret and apply rules, regulations, policies and procedures to system and equipment needs, specifications, guidelines and enhancements.
- Identify and implement 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.
- Install, configure, maintain, and repair computers, peripheral equipment, and microcomputer application and utility software, including MS-DOS and Windows NT/2000/XP operating systems.
- Effectively deal with equipment malfunctions, deadlines, and fluctuating workloads.
- Troubleshoot hardware and software problems and determine effective solutions.
- Work safely, particularly around electronic equipment.
- Develop and maintain appropriate documentation.
- Work with and maintain the confidentiality of sensitive information.



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- Communicate effectively in both oral and written modes.

#### 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 graduation from high school supplemented by college level course work in computer systems or data communications **plus three (3) years of experience relating to computer system administration and maintenance.** Specific experience in public safety dispatching and/or technical system experience within a police, fire, emergency medical, or consolidated emergency communications center 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 is required (within 30 days of employment).



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### **PUBLIC SAFETY COMMUNICATIONS SYSTEMS TECHNICIAN AND SENIOR SYSTEMS TECHNICIAN**

### ***ESSENTIAL/CRITICAL JOB FUNCTIONS***

#### **Typical Tasks:**

The *Typical Tasks* are detailed in the class specifications titled *Public Safety Communications Systems Technician* and *Public Safety Communications Senior Systems Technician* and are those duties that are essential to the function of those positions.

#### **Minimum Employment Standards:**

Must be eighteen (18) years of age.

This is the minimum age for full time public employment.

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

A primary function of these positions 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 positions must be able to read, write and speak in clear and concise English in order to assist other employees and User Agency representatives in the function and operation of systems and equipment. The positions must also be able to transform detailed technical documents into readable, written material for non-technical persons and review written requests and discuss system and equipment needs and functions with interested technical and non-technical persons.

Have legible handwriting.

The reasons stated in the above standard also apply to this standard.

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.



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#### ***ESSENTIAL/CRITICAL JOB FUNCTIONS***

The positions' primary responsibility is to provide information management and automated support 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 positions will be required to make split second decisions regarding the handling of unforeseen situations or events that may overload the dispatch systems. Mental stability is critical in fulfilling the responsibilities listed above. Physical and functional attributes for Systems and Senior Technicians 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 to access law enforcement information.

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

#### **Licenses/Certificates:**

Possession of a valid drivers license.

Approximately 25% of the time, the Systems and Senior Technicians 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 work on systems and equipment. There is no staff available to drive the Systems and Senior Technicians. Due to the 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 recording tapes; carrying all types of office, dispatch, radio and



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computer equipment and supplies including replacement units such as video display terminal; rearrange chairs and tables in the Conference/Training Room and Emergency Operating Center (EOC) 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 on a CAD dispatch terminal during training programming or on-line situations; stand for an extended period of time to update wall mounted displays, maps and charts.

#### Flexibility

Bend, reach and stoop to change and playback master tape recordings; bend over dispatchers and data operators to assist them with their work.

#### Coordination, Movement and Dexterity

Operate playback recorder controls in order to find an incident on a master recording tape; operate computer or CAD terminals, enter information and talk on the telephone; select proper buttons on telephone and other office communications devices; input information into CAD system and personal computer; type on personal computer and CAD terminal.

#### Vision and Hearing

Read video display terminals, letters, reports, forms and documents; hear faint conversations on a master tape recording; hear and observe employee and User Agency meeting or public groups; determine which telephone line is ringing by the pitch of the audio; observe the operations of the Center; discriminate colors on a color coded CAD video display terminal.