

Santa Cruz Regional 9-1-1

PUBLIC SAFETY COMMUNICATIONS SYSTEMS SUPERVISOR

Class Purpose:

Under general direction, the Systems Supervisor performs technical duties of considerable difficulty while supervising and administrating specific programs and/or systems within the Systems Unit. The Systems Unit is responsible for all information management systems and equipment, which includes a multi-functional, multi-jurisdictional computer-aided-dispatch (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.

Distinguishing Characteristics:

This is a single position class responsible for the administration, development and efficiency of specific programs and/or systems as assigned. Depending upon assignment, this class may report to either the Systems Manager, who is responsible for the on-going administration, development and efficiency of the various automated systems and other equipment within the Center, or 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 classifications are within the Public Safety Dispatcher series and include lead worker, journey level and trainee dispatchers.

Typical Tasks:

Responsible for the day-to-day development, integrity and on-going maintenance and programming of specific programs and/or systems as assigned, which may include (but not limited to) Law Enforcement Records Management files and equipment, Mobile Computer files and equipment, CAD files and equipment, 9-1-1 equipment, Local Area Networking, and/or remote User Terminals.

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.

Assists in the development of telecommunications equipment specifications for purchases.

Assists in the research, analysis, and evaluation of various systems and their performance in order to identify and recommend opportunities for system and/or operational improvements.

Provides supervision to lower classifications within the organization and/or to IT Specialists operating within the end User organizations which may be assigned a subordinate responsibility in the accomplishment of a specific systems related project or duty.

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Typical Tasks (continued):

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 System Manager in the preparation of annual budget proposals and project planning.

May act for the Systems Manager during his/her absence.

Qualifications:

Knowledge of:

- the operation of a computer-aided-dispatch system (CAD), law enforcement records system (RMS), mobile computer system (MDC), video display terminals, radio dispatching consoles, enhanced 9-1-1 telephone and other associated public safety communications equipment and systems.
- 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.
- principals and practices of network operating systems, including but not limited to Windows NT and Windows 95/98
- communications technology and its application/impact upon the public safety and 9-1-1 industry.
- current methods, policies and procedures utilized in the Center and its associated equipment and systems.
- Federal Communications Commission laws and regulations applicable to radio-telephone operation.
- principles and practices of supervision and Quality Assurance or Improvement.

Skill and Ability to:

- interpret and apply rules, regulations, policies and procedures to system and equipment needs, specifications, guidelines and enhancements.

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- 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 and evaluate the work of others when necessary.

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 system management, computer science, or public safety administration **plus** two (2) years of public safety dispatching and/or system administration experience within a police, fire, emergency medical or consolidated emergency communications center. Specific experience relating to public safety computer system administration and maintenance 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 drivers license authorizing the operation of a motor vehicle within the State of California (within 30 days of employment).