



Metropolitan Area Communications Center (MetCom)

CAD System Administrator

UPDATED: January 2013

General Definition

This is a technical, hands-on position which is responsible for the administration of the Center's TriTech Computer-Aided Dispatch (CAD) system. Duties may include, but are not limited to: oversees management of CAD functionality including user interface and response plans; installs, configures and implements software applications; manages, organizes, protects, documents and fine-tunes the computer, security and file management systems; troubleshoots software; maintains SQL databases; creates/modifies/deletes system end-user accounts; provides technical support to system end-users; provides end-user training. Develops, prepares and submits routine and special reports for management; manage CAD System databases to ensure data accuracy. Works with a high degree of initiative and independence under broad program guidelines and general supervision of the Communications Center Director.

Essential Job Functions and Examples of Work

- Administers, maintains and evaluates CAD and related system software including database management and maintenance.
- Troubleshoots and resolves system problems. Works proactively to identify potential issues and recommends/implements preventative solutions.
- Identifies and analyzes system and user needs, as well as equipment requirements. Writes system and user documentation, including policies and procedures. Develops and delivers user training and presentations on new systems and upgrades.
- Works directly with CAD-related vendors and agency personnel to coordinate major technical projects, communicate expectations and coordinate deliverables and services.
- Serves as point of contact for dispatch and fire personnel to resolve inquiries and technical requests. Attends CAD user group meetings and relevant trainings.
- Coordinates and/or performs software and operating system maintenance on CAD workstations and servers.
- Works with other Technical Services personnel and outside vendors to maintain CAD-related systems, including Mobile Data Terminals (MDTs).
- Participates in systems design specifications, including project scheduling and timelines.
- Establishes and maintains cooperative working relationships both within and outside the center; exercises good judgment in representing MetCom to external personnel and agencies.
- Handles calls for service (system problems/outages) during off-duty hours.
- Performs other technology-related duties as needed or directed.

Minimum Education and Experience

- Bachelor’s degree in computer science, information systems management or related field required.
- Minimum of 3 years of increasingly responsible computer experience including technical support in an environment with multiple systems.
- An equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to successfully perform the job will be considered.
- Experience in a Public Safety or local government environment is preferred.

Required Knowledge, Skills, Abilities, Licenses and Certifications

KNOWLEDGE:

- Excellent working knowledge of Microsoft Windows and Windows Server, Microsoft SQL Server and Microsoft Office (Word, Excel, Access, Power Point, Outlook).
- Familiarity with Geographic Information Systems (GIS) concepts and ESRI-based software preferred.

SKILLS AND ABILITIES:

- Excellent troubleshooting and problem resolution skills, including hardware, software and basic networking.
- Apply critical thinking and collaborative approaches to improving services and solving technical challenges.
- Excellent customer service and verbal communication skills in order to relate well with a diverse group of end users, including co-workers, public officials, member agencies, vendors and the general public. Must demonstrate professional demeanor and proper etiquette.
- Outstanding written communication skills using both technical and non-technical terminology. Ability to effectively document processes.

LICENSES AND CERTIFICATIONS:

- Technical certifications such as Microsoft, A+ or Network+, preferred.
- Must have and maintain a valid Colorado Driver’s License with a satisfactory driving record in order to drive Authority-owned vehicles (non-emergent) and maintain insurability by the Authority’s liability insurance provider.
- Must be able to occasionally lift 25 pounds from ground level (e.g., computer hardware).

Position Reports To:	Communications Center Director
Position Supervises:	No direct reports.
Working Environment:	Communications Center/Office
Physical/Mental Requirements:	Sedentary-Moderate/High [Working Conditions: office with artificial lighting; noise levels that may cause distractions; able to remain alert and responsive under low lighting and extremely demanding conditions. Must be able to occasionally lift at least 25 pounds (computer hardware). Must be able to stoop and stretch in order to get in and out of fire apparatus to install or repair MDTs.
FLSA Status:	Exempt