

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

Job Title	<u>CAD Operations Coordinator</u>
Sch.& Grade	<u>PAT-9</u>
Class Code	<u>CO08</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>Not eligible</u>
Occupational Group	<u>IT Infrastructure and Applications</u>

**PRIMARY PURPOSE:**

Insures that the systems required to support the Springfield-Greene County (E-911) Emergency Telecommunications System are available to users to the maximum extent possible.

**SUPERVISION:**

Under general supervision of the Director of Emergency Communications. Receives operational guidelines from the 911 Operations Executive Committee as to CAD system operations. Supervises computer technical staff in assigned area.

**DESCRIPTION OF WORK:**

**ESSENTIAL FUNCTIONS:**

1. Monitors Cad system operation performance to insure utmost reliability and takes appropriate action to minimize service disruptions.
2. Recommends improvements in operating procedures such as call routing to agencies utilizing the Emergency Telecommunications System.
3. Gathers information and data necessary for the planning, acquisition, installation, operation, and maintenance of Computer Aided Dispatch (CAD), new or revised software applications, telephone and other support equipment.
4. Assists in establishing and maintaining interfaces for TDD, ANI/ALI, MIS< MULES and network telecommunications.
5. Coordinates work schedules and call-out assignments to assure availability of support personnel at all times.
6. Coordinates and tests new CAD-linked equipment such as mini computers, mini computer operating systems and peripheral equipment.
7. Make recommendations regarding projections, trends, potential problems, etc. based on research.
8. Prepares detailed reports based on research findings and data collection which may require statistical analysis.
9. Reads and interprets a variety of resource material, procedural manuals, etc.
10. Utilizes appropriate computer software applications.
11. Serves as point of contact for CAD system software and hardware support maintenance service.

**IMPORTANT FUNCTIONS:**

1. Attends professional development seminars, conferences, and other training as required and assists in the development and administration of internal departmental training programs.
2. Drives to various departments throughout the county to provide computer systems support as needed.
3. Performs minor office administration task, installations and routine maintenance of computer equipment.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

**Knowledge**

A thorough knowledge of the design, concepts and operational capabilities of computer aided dispatch (CAD) equipment; 911 telephone and radio systems; working knowledge of police, fire, and emergency medical service operations.

**Abilities**

Analyze information and make sound recommendations and determinations; identify and address inter-agency emergency communications equipment needs; maintain accurate records and prepare clear reports; read and interpret a variety of technical information relating to emergency communications; follow oral and written instructions; present an overall professional image; prepare clear and comprehensive reports; model and promote acceptance and respect for differences among employees and citizens; performs effectively as a member of the team in carrying out the City’s stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

**Experience, Education, and Training**

Graduation from an accredited college or university with a Bachelor’s Degree in Public Administration, Industrial Technology, Computer Information Systems, or a related area plus one year of applicable experience. Directly related experience may be substituted for the education requirement on a year-for-year basis.

**Physical Requirements**

Performs bending and reaching to both ground level and overhead; lifts, carries, pushes, and pulls up to 40 pounds for such items equipment and supplies; possesses ability to operate a computer keyboard.

**Working Environment**

Primarily indoors with heating and cooling regulated in a general office environment; exposed to constant noise and limited natural light.

**Licensing/Certification**

Must obtain and maintain certification as a graduate of the Associated Public Safety Communications Officers, Inc. (APCO) for telecommunicators or comparable training certification within probationary period. Must receive and successfully complete inquiry training from Missouri State Highway Patrol on MULES and NCIC computer systems.

**Miscellaneous Requirements**

Must successfully complete a background investigation; subject to emergency call-in.

<b>Last Revision:</b>	September 6, 2015	<b>GENERAL ORDINANCE NO.</b> 4527
<b>Comments:</b>	Occupational Group	<b>Date:</b> July 1995

**I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_