



Computer-Aided Dispatch (CAD) Administrator, Sr

Classification: 826**Division:** Technical Services**FSLA:** Exempt**Reports to:** Technical Support Lead**Direct Reports:** N/A

The CAD Administrator is responsible for overall management of CRESA 911 Computer Aided Dispatch (CAD) systems including database management, reporting and analysis of data, management of peripheral systems such as Mobile Data Computers (MDC), records management programs and GeoFile. A core responsibility is being the liaison between customers, internal and external, in order to implement program changes, updates, corrections and other system fixes. The CAD Administrator work is distinguished by a great level of program authority and responsibility. The CAD Administrator works with a high degree of initiative and independence under broad program guidelines and general supervision of the Technical Services Manager.

Essential Job Functions

Must be able to perform the following essential job functions with or without reasonable accommodation:

- Serves as lead on CAD and CAD related projects
- Acts as project manager on complex system projects involving other Technical Services staff, clients, contractors, vendors, and other participants
- Monitors expenditures for and provides input to Technical Services Manager on program area budgeting needs and requirements
- Works within in a multi-value database environment, including SQL and Access, as well as other systems and environments as necessary, including HTML
- Identifies source of hardware or software problems and takes appropriate corrective action
- Administers, maintains and evaluates CAD and CAD related system software
- Highly responsive program administration and maintenance, including proactive identification, evaluation, implementation and problem solving to mitigate known or potential problem areas.
- Runs tests and debugs to ensure system runs correctly
- CAD related vendor management, including communicating expectations, prioritization, coordination of deliverables & services and follow through to ensure timelines are met
- Writes new programs, reports, or screens including processes for exchanging data with other systems and other agencies
- Installs and implements new software relating to program areas
- Converts data from existing systems to new systems
- Conducts database administration
- Performs disk input/output balancing
- Participates in operating system upgrades
- Develops systems design specifications including project scheduling and estimating project hours
- Writes system and user documentation
- Develops and delivers user training and presentations on new systems and upgrades
- Evaluates new projects, languages, tools and develops recommendations
- Hardware and software maintenance on PCs as needed to back up the PC and Computer Technical Support Specialist
- Attend and participate in user group meetings including Dispatch Operations Committee (DOC), Law User and Fire Ops
- Participate in technical training and Agency in-service training sessions; special events including 9-1-1 Day; and Emergency Operations Center (EOC) activations, training sessions, setups and teardowns as applicable
- Assists in development and recommendation of Technical Services program goals and objectives



- Answers questions and provide information to user agencies and other interested stakeholders regarding the program
- Represents the Agency or division at meetings as requested; serves on various committees
- Prepares program reports or correspondence.
- Work on-call (rotating responsibility) to ensure technical support available 24 hours / 7 days a week.
- Participate as needed during emergencies, including emergency operations center activations
- Perform other duties as assigned.

Qualifications

Any combination of qualifications demonstrating a candidate's knowledge, skills and abilities will be considered.

- Bachelor's degree in computer science, management information systems or related field.
- Five years of responsible in information systems or a related field as a programmer/analyst with emphasis on systems design and programming with specific knowledge and experience with the technical programs, systems and applications described above.
- Demonstrated experience trouble-shooting and effectively resolving technical problems.
- Skill in responding to and resolving end-user requests, inquiries and/or questions effectively and timely.
- Excellent communication and documentation skills.
- Working familiarity with public safety priorities, objectives and criticality is highly desirable.
- Proven critical thinking skills, independent judgment, initiative, and time and project management skills.
- Ability to pass all required job selection and training processes including a background investigation and pre-employment reference; and probationary period.

Knowledge of:

Public safety communications (police, fire and medical) principles, practices, techniques and technology

Application and interpretation of Agency policies and procedures as well as local, state and federal laws and regulations relevant to the program area

Principles and techniques of complex and systems analysis

Methods and procedures of computer software design, development, and maintenance

Applicable programming languages and operating systems

Report preparation, research methods, and statistical principles

Methods of effective project planning and management

Ability to:

Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues

Accurately identify and evaluate client software needs and requirements

Develop and deliver clear and concise reports for intended audiences

Interpret applicable laws, regulations, policies and procedures

Apply critical thinking, problem solving and collaborative approaches to improving program services

Effectively plan and carry out Agency policy directives and program goals in an effective & timely manner

Analyze situations thoroughly, identify potential problems, and find effective solutions

Establish and maintain positive and professional working relationships with managers, coworkers, other governmental jurisdictions, volunteers, the media and the public

Effectively communicate and express ideas both orally and in writing and present information clearly, logically and persuasively

Apply appropriate independent initiative, discretion, judgment and organizational skills to a variety of projects, assignments and situations.

Understand and execute complex oral and written instructions. Apply available guidelines, policies or procedures in diverse situations.



Prepare and present written correspondence, reports and materials in clear, correct and comprehensible terms from general notes and concepts.

Necessary Special Requirements: Must be able to adjust work hours as necessary and be available for call-out in event of emergencies. Must maintain 24-hour availability via an agency supplied wireless device capable of voice and data communication when assigned “on call” duties. Must possess a valid driver license and have access to a motor vehicle (personal or agency) on an as needed daily basis. Position may receive federal funding and have access to Criminal Justice Information System therefore incumbent will be subject to background investigation and may be subject to drug screening.

Physical / Sensory Requirement:

The following characteristics describe the most common ways this position’s essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
<ul style="list-style-type: none">• <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision.	Daily	Important
<ul style="list-style-type: none">• <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance.	Daily	Important
Hearing	Frequency	Criticality of Requirement
<ul style="list-style-type: none">• <i>General / Broad Hearing.</i> Differentiate and comprehend:<ul style="list-style-type: none">○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the ‘normal range’○ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the ‘normal range’○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance.	Daily	Important
	Daily	Important
	Daily	Important
Speech	Frequency	Criticality of Requirement
<ul style="list-style-type: none">• <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture.	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
<ul style="list-style-type: none">• <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc.	Hourly / Constantly	Very Important
<ul style="list-style-type: none">• <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object.	Hourly / Constantly	Very Important
<ul style="list-style-type: none">• <i>Grasp.</i> Seize and hold object with fingers, palm, arms.	Daily	Important
<ul style="list-style-type: none">• <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs.	Weekly / Monthly	Slightly Important
<ul style="list-style-type: none">• <i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn’t exceed 20 lbs.	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
<ul style="list-style-type: none">• <i>Sit.</i> Remain in seated position to accomplish work.	Hourly / Constantly	Important
<ul style="list-style-type: none">• <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work.	Weekly / Monthly	Slightly Important
<ul style="list-style-type: none">• <i>Walk.</i> Move about or travel on foot to accomplish work.	Daily	Important
<ul style="list-style-type: none">• <i>Drive.</i> Operate a motor vehicle to get oneself or others to and from various work locations.	Weekly / Monthly	Important
Working Memory	Frequency	Criticality of Requirement
<ul style="list-style-type: none">• <i>Audio Memory.</i> Retain and retrieve information gained via audio sources.	Hourly / Constantly	Important
<ul style="list-style-type: none">• <i>Visual Memory.</i> Retain and retrieve information gained via visual sources.	Hourly / Constantly	Important
Comprehension	Frequency	Criticality of Requirement



Job Description		
<ul style="list-style-type: none">• <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation.	Weekly / Monthly	Very Important
<ul style="list-style-type: none">• <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation.	Weekly / Monthly	Very Important
Environmental Working Conditions	Frequency	Criticality of Requirement
<ul style="list-style-type: none">• <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions.	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
<ul style="list-style-type: none">• <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met.	Hourly / Constantly	--

EQUAL OPPORTUNITY EMPLOYER

CRESA is an equal opportunity (EEO) employer and does not unlawfully discriminate on the basis of race, color, national origin, religion, age, gender, sexual orientation, marital status, disability, genetic information, veteran status or any other basis prohibited by federal, state or local law. Recruitment processes are conducted to ensure open competition, equal employment opportunity and prohibit discrimination. Women, minorities, veterans, and persons with disabilities are encouraged to apply. CRESA will provide reasonable accommodation for persons with disabilities during the selection process if requested. Applicants are responsible to notify the Human Resources Manager of the accommodation needed at the time of application or at least two days prior to the date needed. For an alternate format of this information, contact ADA Compliance Office: (360) 992-9205. Washington Relay Service – 7-1-1 or (800) 833-6368

IMMIGRATION LAW NOTICE

Only U.S. Citizens and aliens lawfully authorized to work in the United States will be hired. All new employees will be required to complete and sign an Employment Eligibility Verification form and present documentation verifying identity and employment eligibility.