

JOB DESCRIPTION

JOB TITLE: CAD SYSTEM ADMINISTRATOR (ITS III)
DEPARTMENT: Communications Systems
REPORTS TO: Assistant Director of Communications Systems
Exempt position, EEO cat 2

SUMMARY:

As part of South Sound 911, and under the direction of the Communications Systems Assistant Director, this exempt level, professional, technical, analytical and customer-oriented position provides technical expertise to clients for potential information technologies. They possess professional written and oral communication skills and market services, projects, programs and resources effectively. They provide advice and assistance in CAD connectivity, maintenance and training while also ensuring the security and configuration of this critical public safety system. Work includes planning and developing information technology services to South Sound 911 and the agencies it supports. Work is applied to complex situations, is primarily intellectual in nature and results in creative and varied solutions. CAD System Administrator's must use independent judgment and initiative and appropriately solicit the expertise of colleagues.

ESSENTIAL FUNCTIONS:

CAD System Administrators have advanced understanding of current information technologies, especially with CAD systems, as well as a structured development environment, the technical skill to work with current technological tools and perform advanced problem solving independently, and facilitate teamwork and company morale when managing projects while developing effective working relationships with peers, senior staff and customers.

Utilize operating system software features that control user and group account privileges.

Install software, recommend and configure workstations and ensure proper configurations.

Test and troubleshoot CAD system upgrades.

Troubleshoot and analyze complaints and errors of system performance, submit and track trouble tickets and reach successful solutions.

Implement strategic plan strategies for communication systems group.

Develop an extensive knowledge of customers' businesses.

Build expertise and technical knowledge among customers.

Provide direction and training to customers and other professional staff.

Follow through with customer and senior staff service requests using all South Sound 911 standards and practices.

Provide leadership to customers and staff in developing South Sound 911 information technology standards and practices.

Lead teams in work assignments.

Coordinate staff, resources, and customers.

Design automated systems.

Proactively develop and maintain integrated technology solutions on multiple computing platforms.

Research current advancements in information technology to build expertise among colleagues.

QUALIFICATIONS:

An equivalent combination to: Six years of increasingly responsible information technology experience, preferably with Computer Aided Dispatch systems. BA degree in computer science, business, or related field preferred.

KNOWLEDGE AND EXPECTATIONS:

Possess technical skill to work with current technological tools and perform advanced problem solving independently.

Facilitate teamwork and a customer service orientation when managing projects while developing effective working relationships with peers, senior staff and customers.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Work appropriately with confidential material and information.

Work with speed and accuracy.

Analyze CAD problems and effect prompt recovery.

Maintain accuracy of all CAD database information and system performance.

Follow safety rules and regulations.

Proficient with standard suite of Microsoft Office software and database applications, peripheral equipment, fax machine, phone system.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.

Maintain cooperative and effective working relationships with others.

Analyze situations quickly and adopt an effective course of action.

Organize work with many interruptions and multiple tasks to meet schedules and timelines.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

A valid Washington State driver's license may be required. Due to the confidential nature and demands of this position, candidates must possess an exemplary personal history and pass a background investigation and a psychological evaluation as part of the pre-conditional offer of employment.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to sit at a computer terminal, requires a lot of walking; use hands to finger, handle, or feel and talk or hear.

The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORKING ENVIRONMENT:

Employee works in an indoor climate-controlled office environment. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis. The nature of these interactions will be to gather information about an existing problem or desired functionality within a technical system that the South Sound 911 supports. Provide twenty-four (24) hour, seven (7) day a week availability for the emergency diagnosis of critical CAD related problems.

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

Personal computer, duplication machines, telephone, and printers.

POTENTIAL HAZARDS:

The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

Activity	Percentage of time	Activity	Pounds
Standing	10% of time	Pulling	25 lbs.
Walking	10% of time	Pushing	25 lbs.
Sitting	80% of time	Lifting	25 lbs.
		Carrying	25 lbs.

ADDITIONAL COMMENTS:

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Cynthia Shaffer, PHR Human Resources Manager

APPROVED BY: _____

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