

ORANGE COUNTY CLASS SPECIFICATION

TITLE: E911 SYSTEMS ADMINISTRATOR **GRADE:** 15

TITLE ABBREVIATION: E911 SYS ADMIN **TITLE NO.:** 562920

JURIS.CL: C **SALARY CODE:** 01 **EEO CODE:** PR **FLSA CODE:** NE(2)

DEPARTMENT: EMERGENCY SERVICES

SUPERVISOR'S TITLE: DEPUTY COMMISSIONER

DISTINGUISHING FEATURES OF THE CLASS: This is a technical and administrative position responsible for installing, integrating, networking, troubleshooting, and repairing the hardware and software telecommunications equipment and systems utilized in Orange County's Department of Emergency Services - Division of Emergency Communications (E911). The equipment includes, but is not limited to Computer Aided Dispatch (CAD), phone system, Automated Vehicle Locators (AVLs), and networking. The incumbent acts as a liaison with the county's information technology staff in the development of computer programs and the solution of system problems. The position is also responsible for technical work involving the application of research principles and methods to conduct various evaluation and assessment studies. The position requires traveling to remote sites where 911 equipment is located. Work is performed under the general supervision of a Deputy Commissioner with latitude for the exercise of independent judgment in connection with the technical aspects of the position. May supervise subordinate positions. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Supervises and coordinates all work involving telecommunications, networking, and system integration for the inter-municipal E911 system;
2. Analyzes various program functions and performs programming tasks to develop, modify or maintain applications;
3. Performs a variety of personal computer programming, hardware installation, configuration and training;
4. Maintains and applies operating system updates, patches and system configuration changes;
5. Researches hardware and software needs, and advocate for the purchase of appropriate technology;
6. Establishes policies and procedures for all networking, computer, and telecommunications functions in conjunction with Orange County's information technology staff in the Department of General Services and assists the department head in the enforcement of such procedures;
7. Assigns and maintains levels for system users to assure security levels of certain fields;
8. Recommends and provides quality control for computer, telephone and network systems based on an in-depth requirement analysis;
9. Performs configuration, installation, troubleshooting and training on the network;

10. Assures coordination and compatibility of hardware/software systems and performs necessary stages of research and maintenance;
11. Researches rapidly changing technology using trade journals and other forms of media to provide suggestions and input for future needs;
12. Coordinates research projects, including research design and methodology, to monitor service delivery system;
13. Analyzes collected data and interprets this data using various statistical analysis techniques;
14. Prepares statistical forecasts to evaluate existing programs and assess future needs;
15. Designs and implements reports in response to the requests of Directors and the Administrative Management Team;
16. Train users on software enhancements.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of a variety of hardware relating to networks, including routers, hubs and other similar hardware, personal computers, printers and other peripherals; Thorough knowledge of a wide variety of computer software, including the MS Windows Environment, and the Ejustice system, and E-911; thorough knowledge of emergency dispatch systems; good knowledge of the principles and practices of computer programming and the capabilities and use of a wide variety of data processing equipment; good knowledge of the principles and practices of systems analysis as applied to computer programming; good knowledge of documentation procedures, testing criteria and security considerations; working knowledge of computer aided dispatch and related hardware/software including but not limited to Ejustice system and terminals, automatic vehicle locators (AVL), mobile data terminals, printers, Net Clock, and the E-911 system itself; skill in the operation of computer, communications and telecommunications equipment; ability to learn and implement new technology; ability to communicate effectively with both users and technical personnel; ability to plan and direct the work of others; ability to establish and maintain effective working relationships with department heads, computer users, software contractors, and inter-municipal users requesting service; analytical reasoning ability; Initiative, resourcefulness, dependability, and good judgment are required; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State approved college or university with a Bachelor's degree or higher in Computer Science or related field and two (2) years of experience in installing, maintaining and upgrading computerized databases and equipment; OR
- (B) Completion of sixty (60) credits from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a major in Computer Science or related field and four (4) years of experience as outlined in (A) above; OR
- (C) Graduation from high school or possession of high school equivalency diploma and six (6) years of experience as outlined in (A) above.

SPECIAL REQUIREMENT: Must possess and maintain a valid driver's license.