

MAJOR FUNCTION

This is responsible professional and technical work in directing and coordinating project team(s) in analysis, design, selection, acquisition, planning, and implementation of computer business process solutions. Work involves consulting with customers to gather information and determine requirements for information systems, coordinating and directing appropriate technological solutions, and providing front-line technical support to departments for resolution of problems related to operating systems and processes. Work is performed under the supervision of a higher-level administrator and is reviewed by observations, conferences, and written reports for achievement of the desired results.

Technology and Innovation (Public Safety Complex): This is an advanced highly responsible professional, supervisory and administrative position that involves project management, oversight, and logistics for the Consolidated Dispatch Agency (CDA) at the Public Safety Complex (PSC). This position reports to the Public Safety Technology Officer.

ESSENTIAL DUTIES AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Coordinates and directs team(s), resources, and manages information technological projects. Plans, organizes, supervises and evaluates teams(s) engaged in the study, design, implementation and maintenance of information systems. Coordinates implementation of changes recommended by project teams and the development of training plans, support structures, and processes for system(s) implementation. Manages contractors and vendors. Initiates reviews, surveys, or studies of business processes and procedures. Analyzes integrated networked systems concepts in a multi-platform environment. Analyzes cost statistics and prepares economic comparisons of alternatives. Organizes and prepares technical documentation. Designs procedures and schedules for supplementary recommendations and coordinates implementation. Designs new and enhances existing procedures and processes for retrieval and access of enterprise-wide data. Prepares, maintains, and presents project status and budget reports to appropriate steering and management over-sight committees. Develops procedures and documentation to support projects, systems, and users. Assists in planning, directing and administering training programs for technical and functional staff. Recommends the selection, transfer, promotion, discipline, grievance resolution, or discharge of subordinate personnel. Conducts performance evaluations and recommends the approval or disapproval of merit raises. Provides assistance and guidance to department and user staff. Performs related work as required.

Technology and Innovation (Public Safety Complex): Performs a critical function for the public safety of citizens within Tallahassee, FL and Leon County. The CDA dispatches City and County Public Safety resources to citizens. Oversee daily operations related to the Motorola Premier One CAD system. Works directly with City and County Stakeholders/Liaisons, the CAD systems administrator, CAD administrators, database administrator and GIS coordinator for the system as well as other IT support staff throughout the City and County. Creates and maintain project plans, tracks performance indicators, and provides updates and prioritize the issues log. Attends weekly status meetings, presenting to oversight committees on the health and issues of the systems and how things are functioning and building relationships with the internal customers. Manages the Computer Aided Dispatch System Support for Public Safety. Manages and coordinates CDA Technology Applications and Systems. Serves as project manager for all CAD systems (servers, mobiles, CDA workstations), and upgrades. Creates and tracks key support performance indicators for CAD and produces daily/weekly/monthly status reports. Responsible for accurate tracking and reporting of all CAD and mobile data issues. Maintains project plans and oversees system upgrades and patches as needed. Works closely with customers/SME's to develop CAD requirements and testing of new releases and patches. Coordinates with customers on standardization of agency CAD Reporting. Recommends the selection, transfer, promotion, discipline, grievance resolution, or discharge of subordinate

personnel. Conducts performance evaluations and recommends the approval or disapproval of merit raises. Performs related work as required

Other Important Duties

Assists with the evaluation of applicable hardware and software. Prepares charts, tables and diagrams to assist in analyzing management or operational problems. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough knowledge of information systems applications, system design and implementation techniques, principles and practices of programming and project management techniques. Considerable knowledge of project management techniques. Considerable knowledge of design of distributed systems, both hardware and software, including large-scale computer systems, client-server methodology, open systems, and relational database management systems (RDMS) facilities and functions. Extensive knowledge of MS desktop toolsets a must. Ability to understand the processes and procedures of the various business, or service, departments within the City. Ability to analyze and convert system requirements into design specifications. Ability to conduct independent research and define results. Ability to plan, schedule and coordinate the daily activities of technical staff. Ability to lead other technical personnel in defined areas. Ability to evaluate job performance of assigned staff. Ability to establish and maintain effective working relationships as necessitated by the job. Ability to express ideas on technical subjects clearly and concisely, both orally and in writing.

Minimum Training and Experience

Possession of a bachelor's degree in computer science, management information systems, business or public administration, or a related field and four years of technical or professional experience that includes computer systems analysis/business process analysis; or an equivalent combination of training and experience. A master's degree in computer science may be substituted for one year of the required experience.

Necessary Special Requirements

Technology and Innovation (Public Safety Complex): Possession of a valid Class E State driver's license at the time of appointment. The selected applicant must successfully complete a criminal background check including fingerprints. Must obtain Criminal Justice Information Services (CJIS) certification within 30 days of employment.

Established: 02-23-96

Revised: 09-17-97

10-08-03*

07-13-09*

10-29-18