

## JOB DESCRIPTION

**Job Title:** ASSISTANT IT ADMINISTRATOR II (CAD OPERATIONS)

**Reports To:** *IT Administrator*

**Date Revised:** *August 17, 2020*

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**Pay Scale:** Administrative Tier III, starting salary 60K - 65K

### EMPLOYMENT

Assistant IT Administrator II (CAD Operations) shall be a full time, salaried Employee of Central County Emergency 911, employed by and serving at the pleasure of the Executive Director, with the concurrence of the Board of Director's.

### JOB DESCRIPTION SUMMARY

This position shall be responsible for all aspects of CAD Systems support as they exist at Central County Emergency 911. This includes adding/deleting/updating data in CAD, which includes but is not limited to, Response Plans, Paging Configuration, ProQA installation/maintenance, Caution Notes, Preplan Data, Business Listings, for all member agencies of Central County Emergency 911. This position is responsible for CAD system workflows to organize information data entry into CAD databases and maintaining documentation of data entry procedures and other CAD related systems. This individual shall be an additional contact for all CCE member entities in reference to those systems maintained by this position, and they shall submit satisfactory replies for all inquiries made by computer users or know where to obtain such replies. The Assistant IT Administrator II (CAD Operations) shall ensure that all data and other information relevant to the computer systems is appropriate and authorized and shall bring any unauthorized entries to the attention of the IT Administrator. This position is responsible for on time delivery of all computer-generated reporting. This is a 40-hr. a week, full-time position. On occasion, for special projects or in the instance of an IT-related emergency, this position may require a call-in for duty. The Assistant IT Administrator II (CAD Operations) shall be subject to annual review by the IT Administrator, shall perform all tasks as directed by the IT Administrator and the Executive Director, and shall, with reasonable effort, attempt to keep constantly abreast of and informed of all advances in CAD Systems relevant to Central County Emergency 911 and shall inform the IT Administrator of such.

## **MINIMUM QUALIFICATIONS**

A candidate for the position of Assistant IT Administrator II (CAD Operations), shall meet the following minimum qualifications.

1. Must be a U.S. Citizen;
2. Must be at least 18 years of age;
3. Must possess a valid driver's license;
4. Must possess a high school diploma or equivalency from an accredited educational Institution;
5. Must be able to complete and pass a pre-employment background check and drug screen;
6. Must possess and maintain a proficient level in reading, writing and analytical skills;
7. Have the ability to self-express both in writing and speaking;
8. Possess a basic working knowledge of computer systems;

## **PREFERRED QUALIFICATIONS**

In addition to the minimum requirements for employment, the following preferred qualifications for the position of Assistant IT Administrator II (CAD Operations) shall apply;

1. Assoc. Degree in Management Information Systems/Computer Information Systems or higher;
2. Ability to generate reports from MS SQL Server databases;
3. Experience with building and maintaining CAD Response Plans within CentralSquare's InformCAD product.

## **REQUIRED QUALIFICATIONS**

A candidate for the position of Assistant IT Administrator II (CAD Operations), shall meet the following required qualifications.

1. Ability to be on site at CCE911 5 days a week M – F
2. Proficiency with Microsoft Office365 (Word, Excel, Access, Outlook)
3. Minimum 5 years Public Safety Communications experience
4. Minimum 2 years' experience with CentralSquare's InformCAD software suite.

## **ABILITY TO**

- a. Conduct oneself professionally and patiently in dealing with users;
- b. Manage all aspects of the CAD system.
- c. Prepare clear, concise and comprehensive reporting materials timely;
- d. Establish and maintain positive, proactive and professional working relationships at all levels;
- e. Communicate effectively and present information clearly, logically and effectively;
- f. Exercise tact, diplomacy, a sense of urgency and professionalism in dealing with customer-facing issues;
- g. Can proactively troubleshoot, analyze problems and quickly accommodate or adapt as required;
- h. Monitors for efficiency and adapts as necessary;

**DISCLAIMER**

*The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties, and skills required. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and the job requirements change.*