



Job Code: 0553
FLSA:
Unit:
Revised: 11/90

COMPUTER AIDED DISPATCH AND RECORDS SUPERVISOR

DEFINITION

Under direction is responsible for the development and maintenance of the Computer Aided Dispatch (CAD) hardware, software, and communications systems; designs, formats, and programs interrelated systems and emergency incident related records; manages related records systems; and performs other duties as required.

EXAMPLES OF DUTIES

Coordinates and/or performs all activities necessary to maintain continuous operation of the Police and Fire CAD, including interrelated and backup systems; trains personnel in the use of the CAD and information retrieval; develops procedures for emergency computer communications; coordinates emergency call and dispatch information flow between Livermore Police, outside agencies and units; designs, formats and programs data input, information retrieval and statistical reporting of emergency incident related records (such as geographical, business, resource, hazardous materials permits and inventories, private alarm system permits, false alarms and response scheduling); formats and supervises file updates with 911 vendor, private alarm contractors, fire and building inspection divisions, mapping specialists, disaster planning personnel and mutual aid coordinators; coordinates the flow of computer data and dispatch information with radio system administrators; supervises data entry personnel; meets with and coordinates the work of computer system, radio, telephone salespeople, engineers, consultants and technicians; coordinates and directs the work of software programmers; prepares and administers budgets and contracts; designs and programs special reports; keeps abreast of developing hardware technology and software enhancements.

DESIRABLE QUALIFICATIONS

Knowledge of: Management principles and practices; effective supervision principles, practices and techniques; modern dispatch and Computer Aided Dispatch (CAD) principles, practices, methods, and techniques; principles of computer system design and interrelated databases; systems software applications formatting, database retrieval language and programming; development of training materials, written manuals, guides, and electronic formats; records management techniques; municipal government organization, policies, intra-department relationships, fire, police, and ambulance operations;

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time management and project tracking; budget and contract preparation; network design and maintenance; public relations and media methods and techniques; fundamentals of disaster operations communications requirements.

Skill to: Operate and maintain CAD, interrelated and backup systems; design, format and program computer data input; communicate effectively both orally and in writing; relate effectively to those contacted in the course of work; set priorities; work well under the pressure of deadlines; troubleshoot system, software, and user problems; coordinate emergency call and dispatch information flow with City police and outside agencies and units; maintain accurate, up-to-date records; make sound decisions in accordance with laws, ordinances, rules, regulations, policies and procedures; prepare and control budgets and contracts; exercise sound judgment, tact, and resourcefulness; evaluate the performance of Public Safety Dispatchers; conduct research and analyze the results to solve technical and administrative problems and recommend alternatives; gather information and prepare detailed reports.

Experience: Two years experience as a public safety dispatcher (one or more of which was at the supervisory level) is preferred; one year experience with a CAD system. Experience in system administration preferred.

Education: Equivalent to graduation from high school supplemented by satisfactory completion of training courses in mainframe or mini-computer system operation, Pick retrieval language, software customizing, statistical report design. Courses in advanced applications preferred.

License: Possession of appropriate, valid California Driver's license.

Physical Characteristics: See to read small print on maps, documents and VDT's, and detect subtle shades of color with no color deficiencies; hear well enough to detect radio or telephone transmissions, sometimes with interference and static; speak in a clear, understandable voice with sufficient volume and tone quality to project effectively over radio and telephone; use of fingers and hands to write, operate computer keyboards and complex radio computer equipment; strength to safely lift up to 25 pounds; stamina to work at a computer terminal for long periods of time; manual dexterity to connect and disconnect cables, phone wiring, circuit boards, load and unload computer tapes; bend, stoop, reach, stretch and climb; endurance to work long hours during an emergency.

Other Characteristics: Must be willing to: work such hours as necessary to accomplish the job requirements; be on-call for emergencies; obtain a security clearance for the Lawrence Livermore National Laboratory; attend meetings,

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seminars, conferences, and training classes during or after normal work hours;
travel out of town or out of state for several days at a time.

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