



NOTICE and AGENDA for

Kalamazoo County Consolidated Dispatch Authority

Personnel Committee

September 23, 2025

PLEASE TAKE NOTICE that a Meeting of the Kalamazoo County Consolidated Dispatch Authority (KCCDA) Personnel Committee will be held on **Tuesday, September 23rd** at 2:30 p.m. in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo Michigan for consideration of items, namely, on this Agenda.

ITEM 1 – CALL TO ORDER

ITEM 2 – ROLL CALL

Pat McGinnis, Chairperson		Rick Fuller	
Bryan Ergang		Ryan Tibbets (PRI) / Jim Ritsema (ALT)	
Scott Merlo		Tracie Moored	
Jeff Heppler (PRI) / Dale Deleeuw (ALT)			

ITEM 3 – APPROVAL OF MEETING MINUTES

- A. April 17th – Regular Meeting

ITEM 4 – CITIZENS’ TIME

The Committee welcome members of the public to express their ideas or concerns about issues affecting Kalamazoo County Consolidated Dispatch Authority. Members of the public wishing to speak are requested to stand and state their full name and address for the record. Each member of the public is limited to four minutes or less.

ITEM 5 – FOR CONSIDERATION

- A. Old Business
- B. New Business
 - 1. Executive Director’s Performance Appraisal Tool
 - 2. Personnel Policy Revisions (effective January 1st):
 - a. 4.4 – Funeral Leave
 - b. 7.11 – Short-term Disability Coverage
 - 3. Job Description Revisions:
 - a. Network and Systems Administrator/IT Manager
 - b. Systems Support Specialist
 - 4. Closed Session MCL 15.268(c) – Strategy and negotiation sessions connected with the negotiation of a collective bargaining agreement (Roll Call Vote)

ITEM 6 – OTHER ITEMS

- C. Announcements and Member Comments
- D. Next Meeting – TBD

ITEM 7 – ADJOURNMENT

KCCDA meetings are open to all without regard to religion, race, color, national origin, sex, sexual orientation, gender identity or expression, height, weight, familial status, marital status, disability, or any other legally protected class. The KCCDA will provide special aid or assistance to attend a KCCDA meeting and will provide necessary reasonable auxiliary aids and services, such as signers for the hearing impaired and audio tapes of printed materials being considered at the meeting/hearing, to individuals with disabilities, upon four (4) business days’ notice to the KCCDA. Individuals with disabilities requiring auxiliary aids or services should contact KCCDA by emailing admin@kccda911.org or calling (269) 488-8911.



Personnel Committee

April 17, 2025

4:00 p.m.

ITEM 1 – CALL TO ORDER

The Personnel Committee Meeting was called to order at 4:00 p.m. by Personnel Committee Chairperson Pat McGinnis in the Chief Switalski Meeting Room, Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan on Thursday, April 17, 2025.

ITEM 2 – ROLL CALL

Members Present: Pat McGinnis, Portage City Manager; Bryan Ergang, Chief, Kalamazoo Township Police Department; Scott Merlo, Chief, WMU Police Department; Jeff Heppler, Kalamazoo County Board of Commissioners; Jim Ritsema, City of Kalamazoo Manager; Tracie Moored, Kalamazoo Township Superintendent

Others Present: Dale Deleeuw, Kalamazoo County Board of Commissioners Alternate; Jeff Troyer, Executive Director; Torie Rose, Deputy Director; Chris McComb, Executive Administrative Assistant

ITEM 3 – APPROVAL OF MEETING MINUTES

A. February 12, 2025 – Regular Meeting

“Motion by Mr. Fuller, second by Mr. Heppler, to approve the minutes of the February 12, 2025, Regular Meeting as presented.”

On a voice vote, **MOTION CARRIED.**

ITEM 4 - CITIZENS' TIME

There was no citizen comment.

ITEM 5 – FOR CONSIDERATION

A. Old Business

There was none.

B. New Business

1. MERS Defined Contribution Plan #110512

Mr. Troyer stated he discussed this request with the Board Chair, and she asked that the Committee meet and discuss a referral to the Board. He noted the request did not come from the union; it came from one employee. KCCDA employees currently do not have access to any funds in their Defined Contribution account until retirement. It was stated that MERS does not have limits that can restrict loans to hardship circumstances; they are either allowed or not.

Mr. Troyer forwarded questions posed by the Committee to MERS representatives.

“Motion by Ms. Moored, second by Mr. Merlo to deny the request to add loan options to the Emergency Communications Officer (ECO) Defined Contribution Plan.”

Mr. McGinnis stated this is a recommendation to the Board.

Mr. Ergang stated that as currently presented, this request is not in the best interest of KCCDA.

On a voice vote, **MOTION CARRIED.**

ITEM 6 – OTHER ITEMS

A. Announcements and Member Comments

There was none.

B. Next Meeting

The next meeting is to be determined.

ITEM 7 - ADJOURNMENT

The meeting was adjourned at 4:34 p.m.

From: [Pat McGinnis](#)
To: [Jeff Troyer](#)
Subject: FW: Subject: Request to Add Item to KCCDA Personnel Committee Agenda
Date: Thursday, May 22, 2025 12:38:49 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Jeff

Can we have an item added to the next personnel committee meeting to address Mr. McComb's concerns? We can add it when we next meet, no need for a special meeting.

Pat McGinnis, City Manager

City of Portage, MI

mcginnip@portagemi.gov

(269) 329-4400 – office

(616) 402-0815 – mobile

From: Greg McComb <gmccomb@oshtemo.org>
Sent: Thursday, May 22, 2025 11:21 AM
To: Pat McGinnis <mcginnip@portagemi.gov>
Subject: Subject: Request to Add Item to KCCDA Personnel Committee Agenda

CAUTION: THIS EMAIL IS FROM AN EXTERNAL SENDER

Do not click on links or open attachments unless this is from a sender you know and trust.

Good afternoon Pat,
I'd like to request that the following matter be added to the agenda for the KCCDA Personnel Committee's next meeting. My goal is to ensure we address this in advance, rather than having it surface at the last-minute during Director Troyer's next performance appraisal.
Thank you, Greg

From: Greg McComb
Sent: Wednesday, January 22, 2025, 4:11 PM
To: mcginnip@portagemi.gov
Subject: Question on Director Troyer's Performance Appraisal

Hi Pat,

I've noticed that several questions in the appraisal—particularly those in **Category 5**—

are difficult for us, as board members, to answer effectively. There are also portions of **Categories 3, 6, and 7** that seem similarly affected.

These areas appear to involve responsibilities and interactions that are primarily within the scope of Jeff's direct reports. As such, it may be more appropriate for his employees to provide input on these sections.

Let me know your thoughts, or if this warrants further discussion.

Best regards,

Greg

Confidentiality Notice: The information contained in this electronic mail message and any attachments is intended only for the use of the individual or entity to which it is addressed and may contain legally privileged, confidential information, or work product. If the reader of this message is not the intended recipient, you are hereby notified that any use, dissemination, distribution, or forwarding of the e-mail message is strictly prohibited. If you have received this message in error, please notify me by e-mail reply, and delete the original message from your system.

CONFIDENTIALITY: Pursuant to the Electronic Communications Privacy Act of 1986, 18 U.S.C. Sec. 2510, et seq. (the "ECPA"), notice is given that the information or documents in this electronic message are legally privileged and confidential information, intended only for the use of the individual or entity to whom it is sent. If you are not the intended recipient, please be aware that any disclosure, distribution, use or copying of the contents of this message is prohibited. If you have received this message in error, notify the sender immediately by return mail or contact helpdesk@portagemi.gov and delete this message and any attachments from your system. Thank you.

Executive Director Performance Appraisal

EMPLOYEE NAME: Jeffery Troyer

POSITION TITLE: Executive Director

REVIEW PERIOD: _____

APPRAISAL DATE: _____



INSTRUCTIONS:

The Executive Director shall provide to the Personnel Committee a summary of accomplishments, including the mutually agreed upon goals/performance objectives for the review period. In the form, you will be asked to rate the Executive Director's performance for a number of essential job functions.

The Committee will convene a regular meeting in late January or early February to discuss each category and come to a consensus on an agreeable score for each sub-categorical. The categorical score will be formulated by the average of the sub-categorical ratings or if no sub-categories exist (mutually agreed upon goals/performance objectives), the categorical score will be inserted by the Committee. Committee members should be prepared to offer supporting comments for any areas in which you feel the Executive Director either excelled or performed poorly.

Each item will be scored on a one (1) thru (5) scale, as follows:

5 -- Far Exceeds Normal Job Expectations

Performance always exceeds normal job requirements/expectations and shows exceptional commitment to the position and tasks involved. Displays significant work effort that far exceeds the normative responsibilities.

4 -- Exceeds Normal Job Expectations

Performance often exceeds normal job requirements/expectations.

3 -- Achieves Normal Job Expectations

Performance meets normal job requirements/expectations but does rarely exceeds them.

2 -- Below Normal Job Expectations

Performance is below normal job requirements/expectations in important areas and immediate improvement is required.

1 -- Far Below Normal Job Expectations

Performance is significantly below normal job requirements/expectations especially in essential areas. Reassignment or termination should be considered.

Following the evaluation session, the Committee and the Executive Director will work to develop goals/performance objectives for the next review period. The Committee shall take action to present the completed performance appraisal and the mutually agreed upon goals/performance objectives for the next review period to the Board of Directors at their next regular scheduled meeting for consideration.

The Board of Directors shall review, consider any changes/modifications and ultimately approve the performance appraisal at which time the Board Chair, Personnel Committee Chair and the Executive Director shall sign the form.

CATEGORY 1: Operational Management		6.875% of Score	Overall Rating: ####
		Sub-Category Rating	
1a --	Knowledge of PSAP/ECC statutory requirements and best practices		
	Seeks input from agencies and workgroups/committees on issues impacting the operation		
1b --	and develops, recommends and implements countywide operational procedures accordingly		
1c --	Analyze/Identify issues effecting the operation and develops strategies and plans for the future		
1d --	Effectively manages time and competing priorities		

CATEGORY 2: Financial Management		6.875% of Score	Overall Rating: ####
		Sub-Category Rating	
2a --	Develops and adequately implements and manages the budget including plans for short and long-term capital improvement projects		
	Knowledge of Generally Accepted Accounting Principles, the Uniform Budget and		
2b --	Accounting Act and adequately balances KCCDA's general ledger against financial statements		
2c --	Develops efficient and innovative strategies to minimize business costs		
2d --	Develops and recommends fiscal policies with strong checks and balances		

CATEGORY 3: HR and Personnel Management		6.875% of Score	Overall Rating: ####
		Sub-Category Rating	
3a --	Adequately promotes and recruits quality personnel and ensures all required personnel meet the State 911 Committee's minimum training standards		
3b --	Works well and maintains good interpersonal relations with various employee groups (union and non-union) and addresses employee needs while remaining fiscally responsible		
3c --	Treats all employees equally and with respect; creates a healthy work environment		

CATEGORY 4: Project Management		6.875% of Score	Overall Rating: ####
		Sub-Category Rating	
4a --	Analyzes and determines appropriate measures, priorities, and coordinates measures to achieve project goals		
4b --	Produces clear project status reports and communicates candidly and tactfully with groups, committees and the board of project status; including any challenges or obstacles		
4c --	Analyzes, recommends and communicates project go-live plans that minimize service interruptions for residents and end-user agencies.		

CATEGORY 5: Leadership Skills		6.875% of Score	Overall Rating: ####
		<u>Sub-Category Rating</u>	
5a --	Acts with integrity, treats others with respect and dignity, and promotes and encourages teamwork	_____	_____
5b --	Participates and collaborates with partner agencies/entities to resolve county-wide challenges/problems	_____	_____
5c --	Acknowledges the success of employees, recognizes their contributions and provides mentorship to others	_____	_____
5d --	Delegates key responsibilities to team members on a rational basis	_____	_____

CATEGORY 6: Communication Skills		6.875% of Score	Overall Rating: ####
		<u>Sub-Category Rating</u>	
6a --	Written and verbal communications with staff, end-user agencies/partners, Committees and the Board are candid and tactful	_____	_____
6b --	Provides timely and quality reports to end-user agencies/partners, Committees and the Board	_____	_____
6c --	A constructive communicator capable of discussing difficult issues effectively and to the point; handles confrontational communication with ease	_____	_____
6d --	Facilitator of difficult conversations among team members and/or other parties that result in new ideas and compromised solutions	_____	_____

CATEGORY 7: Professionalism		6.875% of Score	Overall Rating: ####
		<u>Sub-Category Rating</u>	
7a --	Acts ethically and honestly and represents KCCDA well in front of all audiences	_____	_____
7b --	Projects a professional image in dress and appearance	_____	_____
7c --	Acceptable to feedback and handles setbacks and failures constructively	_____	_____
7d --	Displays a passionate and positive attitude	_____	_____

CATEGORY 8: Board Relations		6.875% of Score	Overall Rating: ####
		<u>Sub-Category Rating</u>	
8a --	Provides timely communications to Board Members on important topics impacting the organization	_____	_____
8b --	Prepares, distributes and posts Committee and Board meeting materials in accordance with Michigan's Open Meetings Act	_____	_____
8c --	Responds to Committee and Board member questions and concerns in a timely manner	_____	_____

GOAL/PERFORMANCE OBJECTIVE #1

22.50% of Score

Rating: _____

GOAL/PERFORMANCE OBJECTIVE #2

22.50% of Score

Rating: _____

GOAL/PERFORMANCE OBJECTIVE #3

0% of Score

Rating: _____

PERFORMANCE APPRAISAL SUMMARY

	<u>Overall</u> <u>Rating</u>	<u>Weight</u>	<u>Wiegthed</u> <u>Score</u>
CATEGORY 1: Operational Management	#DIV/0!	6.875%	#DIV/0!
CATEGORY 2: Financial Management	#DIV/0!	6.875%	#DIV/0!
CATEGORY 3: HR and Personnel Management	#DIV/0!	6.875%	#DIV/0!
CATEGORY 4: Project Management	#DIV/0!	6.875%	#DIV/0!
CATEGORY 5: Leadership Skills	#DIV/0!	6.875%	#DIV/0!
CATEGORY 6: Communication Skills	#DIV/0!	6.875%	#DIV/0!
CATEGORY 7: Professionalism	#DIV/0!	6.875%	#DIV/0!
CATEGORY 8: Board Relations	#DIV/0!	6.875%	#DIV/0!
GOAL/PERFORMANCE OBJECTIVE #1	0.0000	22.50%	0.0000
GOAL/PERFORMANCE OBJECTIVE #2	0.0000	22.50%	0.0000
GOAL/PERFORMANCE OBJECTIVE #3	0.0000	0%	0.0000
			<u>#DIV/0!</u>

SIGNATURES:

Personnel Committee Chairperson

Date: _____

Board of Directors Chairperson

Date: _____

Executive Director

Date: _____

EFFECTIVE JANUARY 1, 2026

Section 4.4. Funeral Bereavement Leave.

Regular full ~~time~~ and ~~regular~~ part-time employees shall be granted up to three (3) consecutive calendar days of bereavement leave to morn and attend private or public memorial services ~~the funeral~~ when death occurs in the employee's immediate family, provided ~~that one of the three consecutive calendar days is the day of the funeral service and the employee attends the funeral service for the family member~~ the employee provides verifiable proof of death (obituary, memorial service announcement, etc). During the three (3) consecutive days, the employee shall be unavailable for any work hours.

Employees shall receive pay at their regular rate of pay for the number of regularly scheduled hours lost, up to a maximum of 24 hours, while on their three consecutive day ~~funeral~~ bereavement leave. If distance to attend the funeral is a problem, upon request, the employee may be granted additional time off, either PTO or leave without pay, for travel each way.

"Immediate family" shall mean the employee's:

- parent or the spouse's parent
- current spouse
- child or the child's current spouse
- sibling
- current brother-in-law or sister-in-law
- grandparent or spouse's grandparent
- grandchild
- Legal dependent living with employee (including a domestic partner)

For purposes of this policy, relative status created by adoption or step relationships are treated the same as blood relatives.

EFFECTIVE JANUARY 1, 2026

Section 7.11. Short-term Disability Insurance.

The Authority currently offers a program of short-term disability (sickness and accident) insurance for eligible regular full-time employees, effective the first (1st) day of the month following completion of thirty (30) calendar days of employment with the Authority.

Covered employees who become totally disabled and are prevented by such disability from working for remuneration or profit and who are otherwise eligible under the insurer's regulations will be eligible to receive weekly insurance payments consisting of sixty-six point six seven percent (66.67%) of basic weekly wage up to a maximum of \$~~600~~900.

These benefits are payable from the first (1st) day of disability due to accidental bodily injury or hospitalization and on the eighth (8th) day of disability due to general illness/sickness, for a period not to exceed twenty-six (26) weeks for any one (1) period of disability nor more than twenty-six (26) weeks in any twelve (12) month period commencing with the date of disability.

Employees are not entitled to this benefit for any disability for which they may be entitled to indemnity or compensation under a retirement plan, the Social Security Act, any workers' compensation, Michigan's no-fault insurance, or any Employer contributed salary continuation program. Employees may utilize their paid time off to receive their normal net weekly wages. The terms of the insurance policies control the benefits provided thereunder and the employee's eligibility for benefits. The Authority reserves and retains the unilateral right to amend or terminate any benefit, benefit level, employer contribution or benefit plan. In the event any conflict between this summary and the plan documents, the plan documents control.



Kalamazoo County Consolidated Dispatch Authority



JOB DESCRIPTION

POSITION: ~~Network and Systems Administrator~~Information Technology Manager
(FLSA Exempt)

SUPERVISED BY:

Executive Director

SUPERVISES:

Systems Support Specialist~~s~~ and additional subordinate employees and contractors as assigned.

POSITION SUMMARY:

Under the direct supervision of the Executive Director, the ~~Network and Systems Administrator~~Information Technology (IT) Manager is responsible for analysis, development, installation, application, modification, and procedures to assure operability of the dispatch center's network, hardware, and operating systems managed by KCCDA. This includes executive level management of information technology function. The employee is responsible for technical support of all hardware, software, and networks utilized and managed by the Dispatch Authority. Plans, implements and assures policies and procedures to assure adequate security, and continued operability and compatibility with first responders. Directly participates in the development of capital plans and technical training for staff related to this function.

ESSENTIAL JOB FUNCTIONS:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Responsible for the proper functioning and security of all the equipment operating in the Dispatch Center including, but not limited to, networks, switches, firewalls, and computer systems. This includes application of systems analysis techniques and procedures, including consulting with management, dispatchers, first responders and stakeholders to determine hardware, software or system functional specifications.
2. Responsible for the design, development, documentation, analysis, creation, testing or modification of networks and computers based on and related to

~~Network & Systems Administrator – April 2018~~IT Manager – November 2025

user or system designs specifications;

3. Develops and/or maintains documentation for all hardware and software including licensing, instructions, maintenance agreements and repairs. Prepares additional documentation on various procedures, modifications and configurations affecting both hardware and software.
4. Act as the primary contact person between the Dispatch Center and various third party vendors. Assures all security, maintenance and testing of all equipment, hardware and software. Facilitates and assures network access, both local and remote, to approved vendors and services.
5. Coordinates operational, functional, security and other technical issues between the Dispatch Center and other public safety departments and other stakeholders.
6. Resolves technical issues between Dispatch Center and the Michigan State Police LEIN interface. Coordinates this work with the Deputy Director who is the primary LEIN Terminal Agency Coordinator.
7. Monitors, supervises and directly provides technical and computer-related support for computer systems (in coordination with IT Support Specialist and/or contractors) and applications including, but not limited to, the Enhanced and Next Generation 9-1-1 System, the Mobile Data Computer System, the LEIN System and Interfaces, Computer Aided Dispatch System and other computer systems used by the Dispatch Authority and other public safety agencies serviced by KCCDA.
8. Represents KCCDA at various meetings: Technical Advisory Committee, Users Groups, and others as assigned or needed. Maintains and upgrades professional knowledge, skills and development by attending continuing education seminars, training programs and courses. Reads appropriate professional trade journals and publications.
9. Responsible for coordinating and assisting the Executive and Deputy Directors with implementing disaster recovery plans. Serves as an integral part of planning, testing, and staying current with the needs of the Disaster Recovery Plan.
10. Assists in evaluating, recommending, selection and implementation of new technologies. Evaluates and recommends new technology after ensuring compatibility between proposed and existing systems. Reviews enhancements prior to installation and evaluates their impact on all systems and procedures. Installs and tests new hardware and software. Strives for a high level of utilization for all systems.

11. Assists in the preparation of bid specifications and analysis of bid proposals for computer and network equipment, software and related items. Obtains quotes and assists in the procurement of new technology.
12. Ensures and performs network administration functions such as maintaining user accounts and passwords, installing, upgrading and maintaining software on servers, upgrading hardware and troubleshooting and resolving network connectivity issues. Ensures that proper backup and archiving procedures are used. Periodically performs tests on such systems. Assists in developing contingency plans.
13. Attends formal training sessions as needed or required by the Executive Director. Strives to improve knowledge in many technical areas related to job functions.
14. Develops a working knowledge of how emergency communications officers, administrators, support staff, officers and other personnel use the systems. Proactive in resolving issues and complaints from users. Provides clear documentation to users regarding modifications.
15. Trains Dispatch Authority personnel and other public safety agency personnel, as applicable, in the proper use of automated systems. Develops appropriate training materials and programs.
16. Provides appropriate support at secondary and back-up PSAP location(s) and command vehicles for all operating systems of KCCDA.
17. Assures the network and server environment provide optimal operation of peripheral communications equipment such as telephones, cellular devices, recording equipment, communications consoles, LEIN access devices, portable and console radios, and Netclock(s),
18. Implements, administers and maintains security compliance measures including but not limited to State and Federal Criminal Justice Information System (CJIS) guidelines and officer safety related systems and applications.
19. Maintains Internet access and website development and maintenance.
20. Responds to emergencies or service needs on a 24-hour basis.
21. Performs other related duties as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Bachelor's Degree in information technology or related field and three years of progressively more responsible experience in network and systems administration; preferably in a public safety environment.
- The Dispatch Authority, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's License.
- Considerable knowledge of operation and maintain security and functionality of networking systems, network security, data center administration, setting up servers, troubleshooting and resolving server issues applicable hardware, software and peripheral devices, and detailed and accurate records.
- Thorough working knowledge of computer systems operations, including management, maintenance, backup procedures and recovery from catastrophic failures.
- Thorough working knowledge of public safety Computer Aided Dispatch (CAD) systems.
- Good working knowledge of LAN and WAN operations, including Ethernet, TCP/IP, and Windows.
- Good working knowledge of MDC's, radio systems, NCIC, LEIN, and E911 and NG911 systems.
- Ability to analyze and use deductive reasoning to troubleshoot and diagnose computer software, hardware, operating and network issues.
- Skill in assembling and analyzing data and preparing comprehensive and accurate reports.
- Skill in effectively communicating ideas and concepts orally and in writing.

- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with Dispatch Authority employees, contractors, representatives of other governmental units, professional contacts, elected officials, and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines and in emergencies.
- Ability to attend meetings scheduled at times other than normal business hours.
- Ability to respond to emergencies or service needs on a 24-hour basis
- Must pass criminal, credit and other background checks as required by Employer policy.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

The job duties require an employee to work under stressful conditions. While performing the duties of this job, the employee is regularly required to communicate with others in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, kneel, use hands to finger, handle or feel and reach with hands and arms. The employee must occasionally lift or push/pull objects of up to 15 lbs. without assistance.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.

(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above.)



Kalamazoo County Consolidated Dispatch Authority



JOB DESCRIPTION

POSITION: Systems Support Specialist (FLSA Exempt)

SUPERVISED BY:

~~Executive Director~~ Information Technology Manager

SUPERVISES:

None

POSITION SUMMARY:

Under the direct supervision of the ~~Network and Systems Administrator~~ Information Technology (IT) Manager and the general supervision of the Executive Director, the Systems Support Specialist is responsible for supporting all public safety applications utilized by KCCDA including but not limited to computers, telephones, radio consoles, computer aided dispatch systems and peripherals. The employee is responsible for assisting with software application deployment and supporting hardware, software, and networks utilized and managed by the Dispatch Authority. Assists with project management and implementation and supports continued operability and compatibility with first responders.

ESSENTIAL JOB FUNCTIONS:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Responsible for supporting all of the equipment in the Dispatch Center including, but not limited to, networks, computers, radio and telecommunications systems. This includes application of systems analysis techniques and procedures, including consulting with management, dispatchers, first responders and stakeholders to determine hardware, software or system functional specifications.
2. Responsible for assisting in the design, development, documentation, analysis, creation, testing or modification of networks, computers, radio and telecommunications systems or programs, based on and related to user or system designs specifications;

3. Assists in resolving operational, functional, security and other technical issues between the Dispatch Center and other public safety departments and other stakeholders. Systems include but are not limited to telephone lines, radio communications network (circuits and microwave), mobile computer systems, RMS systems insofar as it applies to the Dispatch Authority, CAD, computers and radios.
4. Troubleshoots technical issues between Dispatch Center and the Michigan State Police LEIN interface. Coordinates this work with the Deputy Director who is the primary LEIN Terminal Agency Coordinator.
5. Assures the optimal operation of, and improves, the Computer Aided Dispatch (CAD) mapping system. Coordinates the Master Street Address Guide and GIS data. Plans, builds and implements all CAD enhancements, including but not limited to the addition and deletion of users, units, codes, recommendations, interfaces and notifications. Prepares reports on a periodic basis as requested. Updates emergency response zones and corrects addressing errors in a timely manner. Acquires and makes available current maps for use by the Dispatch Center and assures proper modification and updates.
6. Provides technical and computer-related support for computer systems (in coordination with IT Support Specialist and/or contractors) and applications including, but not limited to, the Enhanced and Next Generation 9-1-1 Telephony System, the Mobile Data Computer System, the LEIN System and Interfaces, Computer Aided Dispatch System and other computer systems used by the Dispatch Authority and other public safety agencies serviced by KCCDA.
7. Maintains and upgrades professional knowledge, skills and development by attending continuing education seminars, training programs and courses. Reads appropriate professional trade journals and publications.
8. Assists the ~~Network and Systems Administrator~~IT Manager in coordinating and assisting the Executive and Deputy Directors with implementing disaster recovery plans. Serves as an integral part of planning, testing, and staying current with the needs of the Disaster Recovery Plan.
9. Assists in evaluating, recommending, selection and implementation of new technologies. Evaluates and recommends new technology after ensuring compatibility between proposed and existing systems. Reviews enhancements prior to installation and evaluates their impact on all systems and procedures. Installs and tests new hardware and software. Strives for a high level of utilization for all systems.
10. Assists in the preparation of bid specifications and analysis of bid proposals for

computer and network equipment, software and related items.

11. Assists with administrative functions such as maintaining user accounts and passwords, installing, upgrading and maintaining software on servers, upgrading hardware and troubleshooting and resolving network connectivity issues. Assists in developing contingency plans.
12. Attends formal training sessions as needed or required by the Network and Systems Administrator. Strives to improve knowledge in many technical areas related to job functions.
13. Develops a working knowledge of how emergency communications officers, administrators, support staff, officers and other personnel use the systems. Proactive in resolving issues and complaints from users. Provides clear documentation to users regarding modifications.
14. Assists with training Dispatch Authority personnel and other public safety agency personnel, as applicable, in the proper use of automated systems.
15. Assists with troubleshooting of minor problems that Dispatch Authority staff is experiencing with computerized/automated systems (user level only).
16. Assists with website development and maintenance.
17. Responds to emergencies or service needs on a 24-hour basis.
18. Performs other related duties as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Associate's Degree in information technology or related field and five years of experience working with public safety answering point (9-1-1) systems; preferably 9-1-1 system build-out and implementation experience.
- The Dispatch Authority, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's License.

- Thorough working knowledge of computer systems operations, including management, maintenance, backup procedures and recovery from catastrophic failures.
- Thorough working knowledge of public safety Computer Aided Dispatch (CAD) systems.
- Good working knowledge of MDC's, radio systems, NCIC, LEIN, and E911 and NG911 systems.
- Ability to analyze and use deductive reasoning to troubleshoot and diagnose computer software, hardware, operating and network issues.
- Skill in effectively communicating ideas and concepts orally and in writing.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with Dispatch Authority employees, contractors, representatives of other governmental units, professional contacts, elected officials, and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines and in emergencies.
- Ability to attend meetings scheduled at times other than normal business hours.
- Ability to respond to emergencies or service needs on a 24-hour basis
- Must pass criminal, credit and other background checks as required by Employer policy.

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.)

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

The job duties require an employee to work under stressful conditions. While performing the duties of this job, the employee is regularly required to communicate with others in person and

by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, kneel, use hands to finger, handle or feel and reach with hands and arms. The employee must occasionally lift or push/pull objects of up to 15 lbs. without assistance.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.

(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above.)