



Kalamazoo County Consolidated Dispatch Authority



JOB DESCRIPTION

POSITION: Information Technology Manager

(FLSA Exempt)

SUPERVISED BY:

Executive Director

SUPERVISES:

Systems Support Specialists and additional subordinate employees and contractors as assigned.

POSITION SUMMARY:

Under the direct supervision of the Executive Director, the 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 functions. 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 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.)