

EMERGENCY SERVICES DISPATCHER/CAD SYSTEMS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: An employee in this position is responsible for the operation and maintenance of the Computer Aided Dispatch (CAD) system, tracking and compilation of Geographic Information Systems (GIS) data as well as supervising subordinate dispatchers in dispatching police, fire and medical services to various situations and locations. In addition to supervising and participating in relaying important information to law enforcement agencies, fire fighting personnel and emergency medical services, the incumbent will create and edit advanced CAD and GIS data, provide quality control, and technical support and training, and perform database management functions in support of Emergency Services, Information Services, and outside agencies (including but not limited to municipalities within Ulster County). The work also involves responsibility for contact with both internal and external users and acting as liaison to the Department of Information Services regarding 911 CAD system issues. The work is performed under the general supervision of a higher-level employee in accordance with well established policies and procedures with leeway allowed to resolve problems as they occur. Supervision is exercised over the work of subordinate personnel and may vary in degree depending on location. Employees in this class must exercise sound judgement in response to various emergency situations. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Serves as the point of contact for the Department of Emergency Services regarding all 911 CAD system issues, including acting as the liaison to the Department of Information Services to coordinate efforts;

Performs all duties of an Emergency Services Dispatcher II;

Ensures proper operation and integration of the CAD system into the Emergency Communications Center;

Maintains CAD data integrity by assuring quality of information and standardization through regular editing and reviewing of CAD datasets;

Creates data, taking into consideration the structure and format of GIS and non-GIS related data;

Analyzes data, identifies inconsistencies between data sets, and makes appropriate recommendations;

Develops and documents procedures, and provides technical support and training for users of County CAD software;

Assists in the installation and configuration of CAD software environments;

Responds to in-person and telephone requests for mapping and related information;

Identifies and implements appropriate data changes into CAD and GIS as directed;

Troubleshoots and rectifies any software/operation deficiencies in conjunction with the IS CAD team leader and vendor;

Participates in CAD and GIS workgroups, and works with IS and partner agencies to develop solutions to potential conflicts;

Performs all necessary updates for outside agencies as it relates to their dispatch assignments and CAD system functionality;

Consults with IS and GIS to create, maintain and update GIS layers/shape files for CAD mapping, and reference maps of residential and business buildings/complexes;

Reviews the operation and maintenance of CAD information and incidents for quality assurance/quality improvement purposes;

Researches, develops and updates previous in-service training for dispatchers, ensuring training is relevant and up-to-date;

Conducts initial training for new Dispatch employees;

Keeps track of all certifications and expirations in accordance with NYS, APCO, NAED and NENA regulations;

Operates an eJusticeNY portal in accordance with established policies;

Provides updates to the Department of Emergency Services, IS Department and outside agencies as needed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles, practices, techniques and procedures of Computer Aided Dispatch (CAD) systems and Geographic Information Systems (GIS) as applicable to the county 911 system; thorough knowledge of the geography of the municipalities within the county including streets and landmarks; thorough knowledge of the operating principal and maintenance of a two way radio communication system; good knowledge of current CAD software; good knowledge of logistics of medical emergencies, police emergencies, and firefighting; working knowledge of eJusticeNY rules and regulations; ability to operate various radio equipment; ability to train dispatchers in CAD operations; ability to understand and communicate complex technical information pertaining to the CAD system; ability to analyze data; ability to think clearly and act quickly in various situations; ability to remain calm in stressful situations; ability to direct emergency services through the quickest and safest route; ability to establish and maintain effective working relationships with others; ability to follow oral and written instructions; ability to plan and supervise the work of others; ability to write legibly and prepare brief, accurate reports; clerical aptitude; mental alertness; clear speaking voice; tact and courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Promotion: Twenty-four (24) months of permanent and/or contingent permanent competitive class status as an Emergency Services Dispatcher II.

Open Competitive: Either

- A. Graduation from high school or possession of a high school equivalency diploma and four (4) years of full-time paid experience or its' part-time/volunteer equivalent in the operation of two-way radios in police, fire or ambulance services or related work which included experience with quality assurance processes*; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time paid experience or its' part-time/volunteer equivalent in the operation of two-way radios in public works, taxi, bus, or other fleet operation settings and two (2) years of full-time work experience or its' part-time/volunteer equivalent in police, fire or ambulance services or related work which included experience with quality assurance processes*.

***Note:** Quality assurance processes shall be defined as ones that include on-going and systemic monitoring, evaluation, refinement and reporting of the various aspects of emergency services, to identify areas for improvement and promote best practices to ensure that standards of quality are being met.

Special Requirement: Must be certified to teach the following APCO (Association of Public Safety Communications Officials) classes at time of appointment:

- 40-hour Public Safety Telecommunicator I
- 40-hour Emergency Medical Dispatch

Special Note: A background investigation will be performed on all candidates. If a candidate has been convicted of any crime (felony or misdemeanor), it does not represent an automatic bar to employment. Each case is considered and evaluated on individual merits in relation to the duties and responsibilities of the position.

ULSTER COUNTY
2903 ESD/CAD SP
Classification: Competitive
2904 ESDCAD HLP
Classification: Non-Competitive
Grade: 16
Union: CSEA

Adopted: October 4, 2021