CLASS TITLE: **Manager of CAD Systems and Operations**

CHARACTERISTICS OF THE CLASS: Under direction, manages the operations of the Computer Aided Dispatch (CAD) system and its related data processing hardware and software systems supporting the Office of Emergency Communications 9-1-1; and performs related duties as required.

ESSENTIAL DUTIES: Monitors and coordinates CAD and data processing activities to ensure that the operational integrity, availability and performance level objectives of these systems are met; directs and supervises operational and software support staff responsible for database management, systems programming, network monitoring and help desk functions; coordinates and manages staff and consultant activities to maintain, administer and upgrade the CAD system and its support system databases; oversees and monitors the operational performance of CAD and its associated communications network and implements procedures to maintain optimum operational efficiency; reviews CAD and data processing systems feasibility studies and detailed specifications prepared by staff and consultants, and prepares recommendations; monitors the activities of consultants, contractors and vendors implementing design changes to CAD and data processing systems; participates in preparing the division's operating budget; prepares management reports regarding division operations and staff performance.

MINIMUM QUALIFICATIONS:

Training and Experience. Graduation from an accredited college or university with a Bachelor's degree in Computer Sciences or a related field, supplemented by four years of progressively responsible supervisory experience in a comparable 9-1-1 Computer Aided Dispatch/data processing environment, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Considerable knowledge of the computer software applications, databases, and records management systems residing on a suite of computers that comprise the CAD System. Considerable knowledge of operating systems, including Unix, OS/2, Windows NT, and DOS. Considerable knowledge of programming languages, including C, C++, SQL, and Assembler. Considerable knowledge of local area/wide area networks, ethernet and token ring topologies. Considerable knowledge of TCP/IP and SAN/SDLC protocols. Considerable knowledge of Oracle, Paradox and Oracle Design 2000 databases.

CLASS TITLE: **Manager of CAD Systems and Operations (Cont'd)**

Ability to plan, organize and direct the activities of systems operations and software support staff. Ability to manage the computer

aided dispatch and data processing systems environment of a large
emergency communications center. Ability to coordinate and monitor
the computer aided dispatch and data processing system activities of
consultants, contractors and vendors.

Considerable management and administrative skills. Considerable skill
in CAD system application design. Considerable skill in directing the
daily operations and maintenance of the CAD system, its related data
processing and software systems and its associated communications
network. Strong analytical skills.

Working Conditions. General office environment.

Equipment. CAD system, Mapping and Display System and its support
sub-systems consisting of police computer aided dispatch servers
(PCAD), fire computer aided dispatch servers (FCAD), records and
training computer server (RATC), and computer front end communication
servers (CFCS). Local area/wide area communications network.

NOTE: While the list of essential duties is intended to be as
          inclusive as possible, there may be other duties which are
          essential to particular positions within the class.

May, 1997