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 Resolution: CS06-032

Spec Amended:
Date to CSC Resolution:

CS Status: Classified
 Unit: SCEA/P&T
 FLSA Status: Non-Exempt
Formerly Telecommunications
Coordinator

City of Stockton

TELECOMMUNICATIONS COORDINATOR PUBLIC SAFETY DISPATCH INFORMATION SYSTEMS ANALYST

DEFINITION

Under general supervision, performs a variety of analytical duties in the development, operation, administration, and management of the City's public safety information systems used in the Police and Fire dispatch centers, including software and hardware equipment and various mission critical interfaces and applications used by Police and Fire personnel on a 24-hour basis. manages Centrex telephone system and other communication systems (i.e., voice mail, Measured Business Lines, call accounting).

CLASS CHARACTERISTICS

This is a single position class that reports directly to the respective Dispatch Center Manager Captain of Support Services in Police or the Emergency Communications Director in Fire for either Police or Fire. This position is responsible for information technology needs in the respective Dispatch Center department, including, but not limited to, installing, configuring, and upgrading software applications; troubleshooting and maintaining hardware and software applications; updating and maintaining GIS layers; coordinating and documenting testing for new technology; assisting in managing and maintaining portable and mobile radio infrastructure; providing technical support and assistance to end users; and performing other related duties as assigned. responsible for the administration of the City's primary telecommunications systems; providing all departments with assistance for telecommunications services; making recommendations for new systems development and implementation; providing support for integration of computer and telephone services; assisting with special departmental telephone systems; evaluation of alternative services.

PRINCIPAL DUTIES (DUTIES (Illustrative Only)

Duties may include, but not limited to, the following:

- Administers, maintains, and evaluates Police and Fire Information Technology (IT) systems used in the Public Safety dispatch centers. Reviews departmental telephone needs and service requests to make system recommendations.
- Investigates, analyzes, and resolves public safety application related problems; resolves compatibility problems; troubleshoots system software, hardware, and communication problems; recommends and implements changes and improvements. Coordinates telephone line

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adds/moves/changes with the telephone company and City departments and coordinates facility pre-installation/modifications planning with building maintenance personnel.

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- Serves as a liaison with system software and hardware suppliers and vendors; monitors contracted services for quality and compliance with City standards. Analyzes technical problems in the system or equipment; investigates complaints; determines corrective measures required and ensures their implementation.
- Serves as focal program management focal point on a variety of projects related to public safety IT systems; evaluates public safety operational requirements; researches and develops information systems solutions; monitors project performance and compliance with applicable specifications. Reviews and prepares equipment invoices for payment; identifies any problems.
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- Maintains system security and integrity; monitors security of all systems and applications; identifies unauthorized access and potential security risks; makes recommendations on security enhancements. Provides assistance in the processing and payment of City telephone bills.
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- Assists in administering, maintaining and evaluating the mobile and portable radio infrastructure for the respective dispatch center and 24-hour personnel. Prepares monthly reports for the accounting and accounts payable departments.
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- Monitors, analyzes, enhances, and maintains a comprehensive geographic information system (GIS), which includes updating the base map layer, common place layer, and additional layers as specified. Programs telephone changes in the Centrex switch using Pacific Bell's Centrex Management System.
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- Extracts and analyzes data from dispatch and public safety databases; interprets and prepares data for studies, reports, and recommendations for public safety agencies. Maintains an inventory of new and repair phones, voice mail boxes, call routers, circuits, Centrex lines, and Measured Business line.
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- Performs technical writing duties in the development, production and maintenance of system documentation, instructional materials, and procedural manuals; creates and updates Public Safety IT system SOP standard Operating Procedures.
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- Collaborates with other City departments to obtain and share data to ensure the data and software meets standards; exchanges knowledge and technology; and to performs necessary updates and upgrades of Public Safety dispatch IT equipment. Trains groups on new or revised telecommunications equipment usage and features to ensure proper integration into existing communications networks.
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- Troubleshoots problems as they arise on a 24/7 basis; responds to after-hour calls reported by users; and serves as escalation for on-call technicians. Conducts studies of communications

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~~systems and equipment; works with consultants; develops and recommends modifications of equipment or systems to improve efficiency and effectiveness.~~

- Represents the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Fosters an environment that embraces integrity, service, inclusion, and collaboration.
- Is an integral team player, which involves flexibility, cooperation, and communication.
- Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Performs related duties as required.
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 - ~~Perform related duties as required. Maintains an informed group of telecommunications counselors to help solve telephone problems within departments.~~
 - ~~Coordinates the preparation of the City telephone directory.~~
 - ~~Coordinates the updating of Pacific Bell and other directory white, yellow and government pages.~~
 - ~~Writes and updates policies and procedures relating to all aspects of telecommunications functions within the City.~~

MINIMUM QUALIFICATIONS

Education/Experience: Knowledge of:

- Operational characteristics of various computer aided dispatch systems, public safety applications, and peripheral equipment;
- Methods and techniques of hardware and software configuration and installation;
- Methods and techniques of troubleshooting hardware and software problems;
- Principles, practices, methods, and techniques used in computer systems development, maintenance, and administration;
- Principles and practices of GIS concepts;
- Principles and practices of database maintenance and administration; and
- Principles and practices of system security and administration.

Skill in:

- Performing systems development, implementation, maintenance, and administration duties;
- Evaluating, testing, implementing, monitoring, and supporting computer systems;
- Analyzing systems operating issues;
- Reading, interpreting, and applying complex technical publications, manuals, and related documents;
- Troubleshooting, diagnosing, and resolving systems, hardware, and software problems;
- Installing, testing, and configuring system hardware and software applications and programs;
- Researching, analyzing, and evaluating new systems;

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- Developing and coordinating training programs and materials;
- Responding to requests and inquiries from system users; and
- Working independently to achieve goals and objectives, making sound judgments and decisions.

Education/Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Possession of Equivalent to a Bachelor's degree from an accredited college or university with major course work in engineering, computer science, mathematics, or a closely related field and four (4) years of work experience at a level equivalent to the City's class of Systems Analyst II.

Extensive systems operation or administration experience may be substituted for education on a year-for-year basis to a maximum of four years.

OR

Possession of an Associate of Arts degree or completion of sixty semester units or equivalent quarter hours from an accredited college or university with major course work in pre-engineering, mathematics, computer science, or a closely related field and six (6) years of experience in systems operation or administration, which has included four years at a level equivalent to the City's class of Systems Analyst II.

OR

Possession of a high school diploma or GED and eight (8) years of experience in systems operation or administration, which has included four years at a level equivalent to the City's class of Systems Analyst II.

Possession of a high school diploma or GED and three years of progressively responsible experience in the development and installation of communications equipment; or secretarial or office administrative experience. Experience in dealing with governmental, community and business representatives is desirable.

Other Requirements:

- Must possess a valid California Class C driver's license in order to work at remote user sites.
- May be required to pass an extensive background investigation, which includes a fingerprint clearance.

Must possess a valid California driver's license.

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Knowledge of:

- Operational characteristics of various computer aided dispatch systems, public safety applications, and peripheral equipment. Installation, operation and maintenance of wire communications systems, including telephone and data;
- Methods and techniques of hardware and software configuration and installation. Integration of telephone and computer systems, telephone company tariffs, telecommunications equipment and service;
- Methods and techniques of troubleshooting hardware and software problems. Billing methods;
- Principles, practices, methods, and techniques used in computer systems development, maintenance, and administration. Principles of good telephone usage;
- Geographic Information Systems (GIS) concepts. Production of directory listings;
- Principles and practices of database maintenance and administration. The operation of common office equipment, including a personal computer;
- Principles and practices of system security and administration. Basic supervisory principles and practices;
- Office management practices and procedures;
- Basic organization and function of public agencies.

Skill in:

- Performing system development, implementation, maintenance, and administration duties. Evaluating departmental needs for various telecommunications service and recommending and ordering the appropriate services;
- Evaluate, test, implement, monitor, and support computer systems. Learning and working with a wide variety of telecommunications systems;
- Analyze systems operating issues. Coordinating the installation, operation and maintenance of telecommunications systems and equipment;
- Read, interpret, and apply complex technical publications, manuals, and related documents. Estimating costs of telecommunications systems and equipment;
- Troubleshoot, diagnose, and resolve systems, hardware, and software problems. Reviewing data and making independent decisions;
- Install, test, and configure system hardware and software applications and programs. Establishing and maintaining effective working relationships with City departments and their representatives;
- Research, analyze, and evaluate new systems. Preparing detailed reports and making recommendations regarding economic utilization of telecommunications equipment;
- Develop and coordinate training programs and materials. Communicating clearly and concisely, both orally and in writing in English at a level necessary for satisfactory job performance;
- Respond to requests and inquiries from system users. Providing lead direction to others;

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- Work independently to achieve goals and objectives, making sound judgments and decisions. Organizing work, setting priorities, meeting critical deadlines and following up assignments with a minimum amount of direction.

Physical/Mental Abilities:

- Mobility – Frequent sitting and walking; occasional bending, squatting, climbing, kneeling, crawling, and twisting;
- Lifting/Carrying – Frequent lifting/carrying up to 50 pounds;
- Vision – Ability to read fine print, and/or normal type size print, and detect color; ability to read and see PC screens; ability to read and produce printed material and information displayed on a visual display terminal;
- Dexterity – Frequent fingering (typing, picking, pinching), repetitive use of both hands; occasional simple/power grasping, fine manipulations, pushing/pulling and reaching above and below shoulder level;
- Hearing/Talking – Ability to detect specific noises, proper equipment operation; ability to understand what people are saying in normal conversation, over the telephone, and frequently over noise;
- Special Requirements - Constantly working days; occasionally working evenings and/or weekends; and occasional driving;
- Emotional/Psychological Requirements - Ability to concentrate, make decisions, work with the public, exercise sound judgment, handle stressful situations, and work alone;
- Environmental conditions – Occasional to frequent exposure to noise; exposure to outdoor conditions; working around equipment and machinery; and
- Working conditions – Primarily performed in an office environment which is typically quiet.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirement of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the American with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

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APPROVED:

ROSEMARY RIVAS
DIRECTOR OF HUMAN RESOURCES

DATE: