City of Stockton

PUBLIC SAFETY 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.

CLASS CHARACTERISTICS

This is a single position class that reports directly to the Captain of Support Services in Police or the Emergency Communications Director in Fire. This position is responsible for information technology needs in the respective 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.

PRINCIPAL 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.
- 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.
- Serves as a liaison with system software and hardware suppliers and vendors; monitors contracted services for quality and compliance with City standards. Serves as 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.
- Maintains system security and integrity; monitors security of all systems and applications; identifies unauthorized access and potential security risks; makes recommendations on security enhancements.
- Assists in administering, maintaining and evaluating the mobile and portable radio infrastructure for the respective dispatch center and 24-hour personnel.

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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.
- Extracts and analyzes data from dispatch and public safety databases; interprets and prepares data for studies, reports, and recommendations for public safety agencies.
- 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 Standard Operating Procedures.
- Collaborates with other departments to obtain and share data to ensure the data and software meets standards; exchanges knowledge and technology; performs necessary updates and upgrades of Public Safety dispatch IT equipment.
- Troubleshoots problems as they arise on a 24/7 basis; responds to after-hour calls reported by users; serves as escalation for on-call technicians.
- 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.

QUALIFICATIONS

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;
- 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:

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 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.

Other Requirements:
- Must possess a valid California Class C driver's license to work at remote user sites.
- Must pass an extensive background investigation, which includes fingerprint clearance.

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.

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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.

APPROVED:

Rosemary Rivas

ROSEMARY RIVAS
DIRECTOR OF HUMAN RESOURCES

DATE: 1-25-2024