



**CHEROKEE COUNTY
JOB DESCRIPTION**

TITLE:	CAD Manager E911	GRADE: 136
DEPARTMENT:	E911	FLSA: Non-Exempt
REVIEWED BY:	HUMAN RESOURCES	DATE: May 2021

POSITION SUMMARY

The essential function of the CAD Manager is to coordinate and maintain operations of the Computer Aided Dispatch (CAD) database essential to ongoing operations of the E 9-1-1 Center. This position is a technical, hands-on position responsible for providing ongoing application support and resolution for department systems, applications and peripheral issues related to the agency's Computer Aided Dispatch system. Work is performed with a high level of independence under the general supervision of the Administrative Commander.

MAJOR DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Develop and maintain CAD provisioning to include updating and entering information for effective E9-1-1 dispatch operations and a comprehensive database.

Enter and maintain response districts for fire and police agencies in CAD.

Ensure accurate and up to date geographical boundaries are developed within GIS software and uploaded to the CAD database.

Work in ArcGIS to maintain and update maps for Test CAD, Live CAD, and Mobile Data Terminals.

Provide agency statistical reports to include agency defined performance measurements along with statistical information requested by user agencies.

Works with and assists the county GIS department to reduce and eliminate street or development duplicates for optimal E9-1-1 functionality.

Responsible for reviewing error logs, 911 printouts and maintaining a 911 trouble ticketing system.

Implement solutions, recommendations, or alternatives that addresses potential trouble areas.

Remain current on dispatch procedures and make modifications to the applications software to facilitate any changes in procedures.

Reviews, analyzes and evaluates existing business processes and applications to determine requirements for system replacements and enhancements.

Tracks and monitors issues with vendors and collaborates with County staff and vendors regarding solutions.

May conduct one-on-one or group training programs for users including cross training.

Coordinates and/or participates in user acceptance testing of new systems or modifications to existing systems; monitor, plan, coordinate, and execute the release of application system updates.

Attends conferences and training sessions to obtain and maintain current knowledge of trends and developments in the field.

Perform routine clerical tasks as needed and basic Windows 10 knowledge including adding and removing programs.

REQUIRED QUALIFICATIONS

Education and Experience

Requires an Associate's Degree or the equivalent of two years of college or specialized vocational training in Information Technology, Computer Science, Geographic Information Systems, or a closely related field.

Two years of extensive experience in Excel, SQL Server Reporting Services (SSRS) and Arc GIS or related mapping software.

A basic understanding of E9-1-1 standard operating procedures and general dispatching procedures.

Must be able to respond to emergency calls for service (system problems/outages) during off-duty hours.

This position is considered an “essential personnel” and will be required to report for work regardless of weather conditions, during emergencies and any shift hours.

Certificates, Licenses and Registrations

Current GA Driver’s License GIS Certificate (desired but not required)

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of software relevant to the position, Microsoft Office, Excel, MS SSRS.

Ability to evaluate, audit, deduce, and/or assess data using established criteria.

Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions.

Ability to operate, maneuver, and/or control the actions of equipment machinery, tools and/or materials requiring complex and/or rapid adjustments.

Ability analyze and solve problems involving a few concrete variables in standardized situations.

Ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals.

Skill in written and oral communications.

Ability to write routine reports and correspondence.

Ability to establish and maintain effective working relationships with other County and City employees.

Ability to read and interpret documents such as operating and maintenance instructions and procedure manuals.

Ability to apply common sense understanding to carry out detailed written or oral instructions.

Ability to apply some judgment in selection of procedures, methods, tools or equipment necessary to one’s own work to accomplish tasks.

Ability to maintain composure in stressful situations.

Ability to multi-task in a fast-paced environment.

AMERICANS WITH DISABILITIES ACT COMPLIANCE

Cherokee County is an Equal Opportunity Employer. ADA requires the County to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

REQUIREMENTS INCLUDED IN THIS CLASS SPECIFICATION MAY BE SUBJECT TO MODIFICATION IN ORDER TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES WHO ARE OTHERWISE QUALIFIED TO PERFORM THE ESSENTIAL DUTIES OF THE JOB.

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Approval:

Supervisor

Date

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I acknowledge receipt of this job description.

Employee Signature

Date