

## KENT COUNTY POSITION DESCRIPTION

*Kent County Levy Court  
555 Bay Road, Dover, DE 19901*

Department of Public Safety  
*Division of Emergency Communications*  
Classified, GRADE 11  
40 Hour Week

### **OPERATIONS SUPPORT OFFICER**

**GENERAL STATEMENT OF DUTIES:** Maintains specialized computer systems and automation activities as assigned; trains all personnel on computer systems and provides support in areas of assigned responsibility; performs related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** This is a highly responsible position that requires the incumbent to maintain a computer aided dispatch (CAD) system that will result in the proper dispatch responses for fire services, ambulance services, and paramedics of Kent County. The incumbent is responsible for maintaining related automation programs involving both software and hardware. The employee trains all new dispatch employees on the computer system and provides support for all emergency services and related computer systems as directed.

**ADA REQUIREMENTS:** This is light work requiring the exertion of up to 20 pounds of force occasionally and up to 10 pounds of force frequently or constantly to move objects; work requires reaching, fingering, grasping, crawling, crouching, feeling, handling, kneeling, lifting, stooping, walking, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; mental acuity is required to make rational decisions through sound logic and deduction; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**EXAMPLE OF WORK:** (Illustrative only)

Provide technical computer support to and train new dispatchers on all computer systems; Assist with administrative duties involving the computer systems;

Update and maintain all files, tables, and report information in CAD program; Provide support and promote administrative projects as required;

Complete appropriate dispatcher re-certification programs and examinations; Develop and promote education programs;

Generate monthly reports as required;

Train and update emergency service providers on assigned computer systems; Review use of the fire/EMS CAD system to insure proper procedures followed; Trouble-shoot problems involving fire and EMS CAD system;

Review accuracy of fire and EMS records on CAD system; Update all critical pre-dispatch warnings on CAD system;

Deploy and set up CAD work stations at special events covered by dispatch;  
Maintain all special responses from fire chiefs and ambulance captains.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Ability to develop new and alternative solutions to management information system needs; ability to use office equipment to include phones, personal computer, copy machine, etc.; ability to establish and maintain working relationship with coworkers, supervisors, and the public; ability to analyze statistics to build reports; regular and timely attendance; performance of duties in a safe manner.

ACCEPTABLE EXPERIENCE AND TRAINING: Completion of standard high school coursework or G.E.D. with extensive computer application training, four years of computer experience, and considerable emergency dispatching experience; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Must maintain competency in emergency dispatching. Must possess or earn and retain Emergency Medical Dispatch and Fire Dispatch certifications. Possession and retention of valid motor vehicle operator's license issued by the State of Delaware. Must pass testing for substance abuse and criminal background investigation. Must maintain a positive work environment by acting and communicating in a manner that promotes harmonious relations with customers, co-workers, and supervisors. Direct deposit of pay required.

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Employee Acknowledgment

Eff. 7/1/01; Rev. 07/01/03  
Rev. 07/01/15; Rev. 01/03/21