

Title: Operations Support Officer
Department: Public Safety
Division/Office: Emergency Communications Division



Grade 2121; Hourly position; Category: Classified; Job Code: OPOC; Rev.:07/01/2021

General Description

The purpose of this position is to manage and maintain various specialized software systems in the Emergency Communications Division. These include: Computer Aided Dispatch (CAD), Rave Panic Button, Smart911, Priority Dispatch, and PulsePoint.

This single position works independently, under limited supervision, reporting major activities through regular meetings.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions as necessary.

- Troubleshoots technology problems in dispatch center.
- Reviews CAD GIS issues, troubleshoot the problem in ArcMAP GIS software.
- Downloads County GIS data, submits to State for CAD GIS sync (update) and tests data, troubleshoots errors, pushes data to production servers, and updates all remote clients.
- Maintain CAD response plans for Fire and EMS Chiefs to allow for accurate dispatches from 911 center.
- Updates and maintains all files, tables, and report information in CAD program.
- Provides support and promote administrative projects as required.
- Completes appropriate dispatcher re-certification programs and examinations.
- Develops and promote Community education programs.
- Performs software updates for the various specialized software, review documentation to learn about the updates and see how it will impact our emergency operation.
- Assist with setup and managing of special events.
- Performs related work as required.

Minimum Education and Experience Requirements:

Requires High School graduation or GED equivalent supplemented by six (6) years of experience in 911 dispatch operations, emergency communications, emergency management or related field or equivalent combination of education, training, and experience.

Additional Requirements:

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.

Americans with Disabilities Act 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

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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; physical attendance at work site is required to perform manual tasks, provide immediate service to onsite customers, and supervise or interact with work group; 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.

Special Certifications and License Requirements:

- May be required to pass standardized examination to determine basic and supervisory knowledge, skills & abilities.
- Must possess and retain Emergency Medical, Emergency Fire and Emergency Police Dispatch certifications.
- Possess and maintain CPR/AED Certification.
- Must complete the APCO Communication Center Supervisor course within 12 months of promotion.
- Must obtain and retain Quality Assurance certification for Emergency Medical, Emergency Fire and Emergency Police Dispatch within 12 months of selection.

Notices:

Kent County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management. This is an employment at-will position.

Employee Acknowledgement