CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION

Position Title: Senior Systems Specialist	**Job Family:** 2
General Classification: Management	**Job Grade:** 37

Definition: Under general direction from the Public Safety Support Services Manager, the Senior Systems Specialist is a single-position, civilian classification responsible for overseeing the operation, configuration, and management of public safety information technology, two-way radio, dispatch, and telecommunications systems.

Distinguishing Characteristics: This is the advanced journey-level classification distinguished from the Systems Specialist due to its specialization in the management of public safety communication systems. The Senior Systems Specialist is distinguished from the next higher class of Public Safety Support Services Manager in that the latter manages and directs essential administrative and technical services to the Police and Fire Departments.

Receives direct supervision from the Public Safety Support Services Manager. Exercises direct supervision over the Systems Specialist.

Examples of Duties: Duties may include, but are not limited to, the following:

1.   Direct, coordinate, and manage the operation and implementation of the computer-aided dispatch (CAD) system, Police records management systems, Police and Fire mobile data terminals, public safety radio system, and provide regular status communication on progress and issues.

2.   Conduct feasibility studies, requirements analyses, and system design reviews; and prepare business and system proposals and specification documents.

3.   Review and assess updated legislation and policies requiring changes to current technology systems; and update systems as needed.

4.   Establish database queries and create custom reports utilized for management reports, internal investigations, and Public Records Act requests involving public safety systems and telecommunications.

5.   Serve as primary contact for California Department of Justice (DOJ)/California Law Enforcement Telecommunications Systems (CLETS) to ensure compliance for technical, operational, and secure use of CLETS and Criminal Justice Information Systems (CJIS).

6.   Research and recommend appropriate hardware/software for purchase. Coordinate with City staff on necessary vendor service maintenance agreements, system needs, priorities, and feasibility.

7.   Develop scope of work and terms and prepare solicitations for consultant and contractor proposals and bids.   Review proposals and bids and make recommendations for awarded contracts.

8.   Interface with end-users and vendors; and resolve failures, problems, and complaints.

9.   Supervise, train, evaluate, and motivate staff; and provide technical assistance, feedback, and guidance to staff.

10.   Assist with the implementation of Department/Division goals and objectives; and implement policies and procedures to ensure operations run effectively.

11.   Assist with the preparation and administration of the Public Safety systems-related budget; monitor expenditures as appropriate; and research, evaluate, and propose systems that improve efficiency.

12.   Perform minor programming tasks utilizing CAD and other systems with SQL, PowerShell, HTML, JavaScript, etc.

13.   Represent the City and Police and Fire Departments with new technology initiatives, planning, and communications that affect 9-1-1 Police and Fire dispatch services to the community.

14.   May serve as Acting Public Safety Support Services Manager in the Public Safety Support Services Manager's absence.

15.   Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Electronic data processing principles; principles and practices relative to public safety information and dispatching systems; computer and radio equipment and software used in computer-aided dispatch; methods used in planning, installation, and maintenance of electronic equipment; personnel and fiscal management; project management methods and practices; functions and

operations of various database management systems; basic systems architecture and integration constructs; and modern networking principles.

Ability to: Direct, coordinate, and manage large-scale system projects; design and develop online interactive and multi-dimensional databases; effectively comprehend and coordinate a variety of data processing and telecommunications systems and programs; analyze and develop functional and technical requirements and specifications; conduct feasibility studies and consult with people at many levels within the organization; perform systems analyses and develop programs to meet user needs; analyze, troubleshoot, and correct technical problems in data processing and telecommunications systems; work with mechanical and electrical hazards; establish priorities and meet deadlines; direct the work of staff; assist in the development and monitoring of an assigned operating budget; establish and maintain effective working relationships with those contacted in the course of work; and supervise and train assigned staff.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Education equivalent to a bachelor's degree from an accredited college or university in Computer Science, Communications Engineering, or closely related field. Minimum of two years' related experience in a public safety agency. Experience with computer-aided dispatch (CAD) systems; Police/Fire records management systems (RMS); Microsoft Windows Server, Active Directory, and SQL Server Relational Database systems; Server virtualization (VMware and/or Hyper-V) and Storage-Attached Network (SAN) configuration and operation; TCP/IP networking concepts and operation, including router and firewall configuration; Motorola radio equipment and dispatch consoles; and mobile computing concepts and operations, including commercial cellular network usage, NetMotion Mobility mobile VPN software, and Mobile Device Management (MDM). Regional, State, and Federal criminal justice messaging switching systems (CLETS/DMV/NCIC/NLETS) and FBI Criminal Justice Information Systems (CJIS) Security Policy experience is highly desirable.

Required Licenses or Certificates: Valid State of California Driver License.

Working Conditions: May be required to work extended or irregular hours. For critical issues, must be available for contact after normal business hours.

Established: March 2021
Revised:

HRD/CLASS SPECS
Senior Systems Specialist