

911 GEOGRAPHIC BASE TECHNICAL COORDINATOR

Job Code	Pay Grade
10866	CL20

Nature of Work

This is complex technical and analytical work coordinating Geographic Information System (GIS) services to the fire and Emergency Medical Services (EMS) 911 system within Pinellas County. An employee in this class serves as the department expert and coordinator for GIS computer support activities and information systems, conducts GIS needs assessments and makes recommendations to management. Duties require a broad knowledge of the Safety and Emergency Services Department's mission and operations, GIS technical support, applications programming, and communications technologies. The incumbent serves as a team leader or supervisor for departmental GIS services. The incumbent reports to a senior manager.

Minimum Qualification Requirements

- 7 years professional experience in the analysis and management of an information systems network's administrative and operational requirements for computer operations related to a GIS or 911 system; or
- Associate's degree with coursework in computer and information science, information technology (IT), business administration, or related field and 5 years professional experience as described above; or
- Bachelor's degree and 3 years professional experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate may be required to actually demonstrate or be formally certified in one or more specific IT functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

• Illustrative Tasks (These are examples and are not all inclusive.)

- Provides leadership in advanced analysis and supervision to the GIS division of Safety and Emergency Services Department.
- Assigns task, monitors progress, evaluates effectiveness, determines future direction, and provides guidance for the GIS division.
- Analyzes GIS information technology systems performance, develops budget requirements, evaluates and recommends department needs, applications, and other technological improvements.
- Works with others to identify and solve problems with the mapping software for internal and external customers.
- Designs GIS systems, prepares technical and design specifications; identifies maintenance needs.
- Prepares department documentation manuals and applications procedures; automation standards, guidelines, oversees receipt and setup of equipment, and installation of new or enhanced software.
- Creates base maps and specialty maps for all aspects of public safety.
- Researches and recommends procurement of hardware, software; monitors maintenance contracts and consultant services prior to authorizing payments and expenditure of departmental funds for various needs.
- Performs GIS specialized department computer and information systems operations duties including control of database system enhancements, user systems security, tape libraries, system backup, transfer, shutdown procedures, archiving of data recovery, disk management and disaster recovery.
- May assist or take lead in action to select, evaluate, train, and supervise employees.
- Performs other duties as assigned.

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Knowledge, Skills, and Abilities

- Knowledge of GIS computer systems, operations, software, procedures, and functions.
- Knowledge of data analysis and research techniques, methods, and processes.
- Knowledge of GIS telemetry systems, data communications, data acquisition, and process control.
- Knowledge of management information systems, computer operations, and application software.
- Knowledge and ability to troubleshoot and resolve routine GIS software, hardware, and network problems.
- Knowledge of governmental purchasing, personnel, and budget practices and procedures.
- Knowledge and ability to identify and resolve basic software, hardware, and network issues.
- Skill in verbal and written communication, and interpretation of unclear instructions or information.
- Ability to establish and maintain effective working relationships with superiors and assigned employees.
- Ability to organize and conduct basic training classes for users.
- Ability to develop and update GIS procedure and operational manuals.
- Ability to perform technical computations, perform analyses; prepare reports, sort, and categorize data.
- Ability to conduct tests, analyze results, identify, and correct errors in completing office or field work.

For official use only

Revised	EEOC Code	Overtime Code
11/15	Professionals	Classified/Excluded