

911 DATABASE ANALYST

| Job Code | Pay Grade |
|----------|-----------|
| 10872 | CL14 |

Nature of Work

This is highly responsible, complex work providing customers and users accurate data information through maintaining and updating live data bases and providing support to management. An employee assigned to this class is responsible for maintaining the Emergency Response Run Card database, Preplan database, and providing backup for the Master Street Addressing Guide (MSAG) database for Radio & Technology Division. Work requires the use of initiative and judgment in performing a variety of specialized live database maintenance functions. Incumbents solve problems, research, and analyze in a generally routine manner that involves the identification and analysis of the components of the information, facts, and other related activities. The position reports directly to higher level management.

Minimum Qualification Requirements

- 3 years clerical experience in automated office information systems, data processing, word processing, or related field; or
- An equivalent combination of education, training, and/or experience.
- Must obtain, and maintain a Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 1 - CJIS Security & Awareness Certification within 6 months of appointment.

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.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Maintain live public safety database directly impacting emergency responses (runcards) for various programs within the dispatch computer aided dispatch (CAD) system. Currently, there are 146,000 runcards to maintain.
- *Identifies phone/location errors and forwards them to 911 MSAG Coordinator.*
- *Serves as the backup for the MSAG Coordinator* requiring knowledge of additional software application.
- Manages and updates the preplan database which supports 18 Fire Departments. This includes generating updates and preparing thumb drives for each EMS/Fire apparatus in Pinellas County.
- Coordinates Citizens Information Center for Emergency Management, including training, opening CIC in emergency situations and short notice and running of CIC for entire incident duration. Includes developing training materials and database programs.
- Generates and sends monthly data 9-1-1 reports to law enforcement agencies.
- Provide coordination and development of Public Education program for Pinellas County residents relating to proper use of 9-1-1 system.
- Perform on line and phone support for computer repair and support for fire departments.
- Receives and assists in handling requests by emergency response providers and emergency dispatch for locations, system security, personnel updates and corrections.
- Conducts special projects and assists management in scheduling, special events, statistics and projects as assigned.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of multiple public safety software applications.
- Knowledge of geographic layout of Pinellas County.

911 DATABASE ANALYST (continued)

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Knowledge, Skills, and Abilities (continued)

- Knowledge of office practices, procedures, and equipment.
- Ability to prepare and present Public Education program to Pinellas County residents.
- Ability to read and interpret maps, plats, and read legal descriptions.
- Ability to understand and follow complex oral and written instructions.
- Ability to provide information correctly and concisely, orally and in writing.
- Ability to perform detailed, accurate work in a timely manner.
- Ability to utilize a personal computer, application software, and utilities to perform analyses, generate reports, sort and categorize data, etc.
- Ability to work independently and is self-motivated.

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| Created | EEOC Code | Overtime Code |
|---------|-------------|---------------|
| 5/15 | Technicians | Classified |