

## CITY OF BELLINGHAM

### JOB DESCRIPTION

**JOB TITLE:** What-Comm Department Systems Analyst

**UNION:** 231

**SG:**4

**CS:**N

**DEPARTMENT:** Police

**FLSA:**N

What-Comm Communications Center

**EEO4CODE:**PR

#### **JOB SUMMARY:**

Responsible for systems administration, coordination and support of critical software systems at the What-Comm 911 communications center. Performs and oversees technical evaluation, installation, maintenance, system administration and support for a variety of complex computer and telephone systems including Computer Aided Dispatch (CAD), 911 phone system, 911 radio system, and 911 recording system. Coordinates with stakeholders including What-Comm staff, user agencies, vendors, and other resources. Collaborates with application/database/network technical staff on projects as needed. May provide back-up support for Bellingham Police Department systems.

Researches and identifies appropriate technology solutions to meet E911 business function needs, provides long range planning, and recommends best practices and new technologies. Provides leadership and project management for system upgrades and replacements. Draws from expressed needs of all clients at all levels of the organization and coordinates with user agencies and departments on implementation and maintenance of major systems. Participates in the procurement process including research, developing detailed requirements and requests for information, performing analysis, making recommendations on potential software acquisitions and negotiating contracts.

#### **SUPERVISORY RELATIONSHIPS:**

This position reports directly to the Deputy Director of the What-Comm 911 Communications Center. Works under general supervision and the guidance of City and Departmental policies, procedures and guidelines. Works cooperatively with the What-Comm Technical Support/Applications Specialist position.

#### **ESSENTIAL FUNCTIONS OF THE JOB:**

1. Administers databases at the What-Comm 911 communications center which are utilized and/or relied on by multiple agencies throughout the city and county.
2. Responds to problems 24/7 experienced in Computer Aided Dispatch (CAD), 911 phone system, 911 radio system, 911 recording system and other essential systems within the 911 communications center.
4. Assists law and fire user agencies that utilize CAD and/or receives data from CAD for their records management systems (RMS) and acts as user account administrator.
5. Stays current with developments and changes in the desktop computer and related hardware and applications software industry. Reviews and tests new hardware and software applications

for potential use. Maintains membership in several national and international user groups and attends State and International conferences for new 911 technology.

6. Provides high quality, detailed administration, consultation, technical support and troubleshooting for the assigned systems: CAD hardware, applications and databases, front-end call taking application as well as MIS Databases and reporting application for 911 phone system and CAD, Digital Call Recorders, SQL and Informix databases. Evaluates current procedures and recommends changes and improvements. Provides instruction on procedures and use of systems software.
7. Maintains a close working relationship with vendors to identify and solve problems with software systems. Troubleshoots problems, makes corrective changes to existing configurations through consultation with vendor. Attends user meetings with vendors as needed.
8. Maintains 911 system databases and produces a variety of spreadsheets or management reports as requested through the What-Comm Deputy Director.
9. Analyzes system performance, monitors on-going problems with systems and/or software and recommends courses of action to address problems and ensure systems are meeting the needs of What-Comm, user agencies and the community. Recommends system upgrades and/or system replacement.
10. Provides leadership and project management for the procurement, installation, and training of new system software and hardware. Develops requests for information (RFI's) and requests for proposals (RFP's). Reviews bids to ensure that vendors meet minimum requirements, provides an analysis of software systems and assists with software selection process. Performs cost benefit analysis as needed. Coordinates projects from development to coordination of installation, testing, and training. Contributes to the development of vendor services, system maintenance and software license agreements.
11. Ensures data integrity of centralized applications. Runs tests, locates errors, corrects problem and updates files to ensure files function properly together.
12. Monitors and maintains the security of key software systems in compliance with Bellingham Police Department policies, Criminal Justice Information System (CJIS) requirements and City ITSD standards.
13. Provides day-to-day direction and training to assigned staff and input to supervisor on performance.

**ADDITIONAL WORK PERFORMED:**

1. Performs related work of a similar nature or level.

**PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):**

Knowledge of:

- Project management.
- Mission critical databases including CAD, 911 phone system, and 911 recording system.
- Software applications and database theory.
- CJIS requirements.

- 911 industry best practices and trends.
- Systems selection and acquisition techniques.
- Contract terminology and contract negotiations related to technology systems.
- Technology and security policies of What-Comm, Bellingham Police Department, and the City of Bellingham.
- Structured programming techniques.
- Knowledge of the functions of City departments, standard City office operations and interdepartmental working relationships.

**Skills:**

- Strong oral and written communication skills.
- Project management skills.
- Leadership skills.
- Planning and organizational skills.
- Time management skills.
- Problem solving skills.

**Ability to:**

- Lead system application improvement and acquisition projects, including vendor management.
- Implement and administer databases
- Collaborate with stakeholders.
- Work independently.
- Maintain confidentiality.
- Analyze needs.
- Use diagnostic tools to troubleshoot software and hardware problems.
- Read and comprehend technical manuals and apply the contents to solving software and hardware problems.
- Train others.
- Develop and maintain a comprehensive knowledge of software application packages supported by What-Comm.
- Edit/review work of others for potential content issues/concerns.
- Comprehend and resolve the problems experienced by staff using software application programs.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
  - Adequate hearing, correctable vision, and manual dexterity.
  - Frequently operate a computer and read a computer screen or typewritten page;
  - Move between work sites;
  - Ability to occasionally lift light weight (up to 25 lbs.).

**WORKING ENVIRONMENT:**

Works extensively at a computer workstation and in computer server room. The work performed is in an office environment. The person in this position moves desktop computers and peripherals from one location to another. Installs computers and peripherals and connects to network system. Works beneath false flooring to pull cable.

**What-Comm Systems Analyst**  
**EXPERIENCE AND TRAINING REQUIREMENTS:**

- Baccalaureate degree in computer science, information systems management, business computer programming or related field and:
- Two years of experience providing support and administration for major software systems in a complex environment with progressive participation and responsibility in systems analysis, systems acquisition and systems development projects.
- Experience with 911 Systems Administration, Computer Aided Dispatch (CAD) or GIS mapping preferred.
- An equivalent combination of experience and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

**NECESSARY SPECIAL REQUIREMENTS:**

- Employment contingent upon passing a criminal convictions check, background investigation, polygraph examination and fingerprinting. Subject to re-check every five years.
- Valid Washington State driver's license and good driving record. Must submit a three-year driving abstract prior to hire.
- Must be able to respond to emergency call-out.

**PREPARED BY:** L. Hill  
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12/06

**REVIEWED BY:** \_\_\_\_\_  
Clifford R. Cook,  
Police Chief

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3/16