



**Classification:** CAD Administrator

**Title Code:**

**Pay Range:**

**POSITION SUMMARY:** The Computer Aided Dispatch (CAD) Administrator's primary area of responsibility is to facilitate the planning, organizing, and maintenance of the Highway Patrol CAD system. The position requires a highly professional and responsible individual who has numerous computer and coordination skills in addition to considerable work experience within the operations section of the Communications Division. This position reports to the Operations Section Chief.

**DESCRIPTION OF DUTIES PERFORMED:** (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

**Communications Responsibilities:**

Provides information to patrol units and when applicable, other agencies, notifying same of items or incidents which require prompt notification and/or action. Complies with FCC regulations and Communications Division policies/procedures in transmission of all radio traffic.

Assist SWAT with communications by setting up, monitoring and communicating from Command post.

Greets walk-in visitors and answers routine, nontechnical in-person inquiries as requested.

**CAD Administrator Responsibilities:**

Serves as the knowledgeable authority for the Patrol's CAD system policies and guidelines relating to its purpose.

Administers, provides database administration for, and maintains system configuration on the CAD system.

Maintains system data files and creates and maintains the system's user database.

Ensures all system applications are running properly and provides system user documentation and support.

Creates, modifies, and maintains system files and user database.

Maintains complete and accurate records of services performed.

Maintains manuals and other documentation related to the structure and use of the CAD system.

Co-authors the CAD section of the Division's Operator Training manual.

Assists in the development of Division "Standard Operating Procedures" related to the CAD system.

Assists the Information Systems Helpdesk in interpreting CAD-related problems to determine the proper course of action to appropriately deal with problems.

Performs other related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Communications: Must have the ability to actively listen to others for understanding of their needs and situations; ability to speak English with sufficient clarity to be understood by others on the telephone, radio, or in person. Must be able to assertively control conversations in order to quickly and accurately gather pertinent information and be able to communicate this information professionally and precisely to the proper recipient. Must be able to read and understand written correspondence, memoranda and directives. Must have the ability to report events and information in writing legibly and accurately, using proper English grammar, spelling and structure.

Decision Making: Must have the ability to act in a decisive manner, using good judgment. Must have the ability to maintain objectivity in the decision making process; must have the ability to effectively prioritize situations and information and make appropriate decisions based on information received. Must have the ability to learn and apply new information; must have the ability to handle a variety of rapidly flowing information at one time; must have the ability to remember numerous details.

Interpersonal Relationships: Must be consistent in dealing with people; must be able to detach from callers' emotions, yet project an image of empathy (i.e., avoid personal involvement). Must have the ability to maintain appropriate and constructive behavior and attitude in response to difficult or adverse situations. Must have the ability and willingness to accept criticism and/or discipline; must have the ability and willingness to accept responsibility for actions. Must have the ability to work cooperatively with supervisors and establish cohesive, effective relationships with peers (i.e., teamwork abilities).

Professional Attitude: Must have the ability to act in a mature, dependable fashion; must have the ability and willingness to maintain work habits such as reporting to work on time, with little prompting and intervention. Must represent the organization to other agencies and citizens with a courteous, helpful, accurate and businesslike attitude in all radio, telephone and personal contact. Must have the willingness and ability to respect private, confidential information; must have the ability to support and carryout directives.

Quality of Work: Must be able to provide high quality, accurate work. Must be able to perform multiple tasks simultaneously; must be able to do several things at one time and remain focused under stress. Must have the ability to adjust to new and/or unique situations. Must have the ability to properly understand and interpret computer software; must have the ability to successfully "troubleshoot" and repair electronic equipment.

Supervisory Abilities: Must have the ability to supervise the actions of others, dealing with subordinates in a fair and objective manner. Must have the ability to effectively evaluate the performance of subordinates; must have the ability to recognize symptoms in performance of individuals which indicate the need for additional training, discipline or supervisory counseling; must have the ability to recognize and commend superior performance. Must have the ability to evaluate personnel needs and workloads; must have the ability to implement changes in current procedures to eliminate backlogs, streamline operations and accomplish work more effectively.

Physical Abilities: Must have the ability to hear and understand sound sources coming through a communications headset and/or radio and/or standard telephone receiver. Must have the ability to hear and understand other outside sound sources while wearing a communications headset (i.e., the ability to hear sound sources not coming through the headset). Must have the ability to read and discern visual images on a variety of media, including the ability to read and understand maps; must have the ability to type at least 25 wpm accurately on a computer keyboard; must have the ability to record names and numbers accurately (i.e., not transpose numbers and/or letters. Must have the ability to simultaneously operate a multi-screen computer, logging screen, microphone, and various receivers. Must be able to distinguish colors as displayed on a computer screen, electronic components and wires.

Technical Knowledge: Must maintain a working knowledge of communications equipment, practices and procedures including but not limited to :

Knowledge of the MSHP CAD system.

Knowledge of the operating system that supports the MSHP CAD system.

Knowledge of functions and operation of radio console, telephone console, teletype, call logging recorder, data entry, fax machine and other station equipment.

Knowledge of Patrol's dispatch operation and dispatches (broadcasts), via a radio console.

Knowledge of basic telephone and radio techniques/procedures for dispatching response units and handling incoming emergency and nonemergency calls.

Knowledge of the procedures for broadcasting potentially dangerous information.

Knowledge of the laws and restrictions for accessing and dispensing criminal history and other information obtained during the course of duty.

Knowledge of FCC rules and regulations applicable to radio broadcasts.

Knowledge of basic law enforcement complaint/dispatching terminology and codes.

Knowledge of proper responding agencies for various types of calls.

Knowledge of proper use of MULES and associated computer systems and functions.

Knowledge of geographical area the Troop Communications Center serves.

Knowledge of Communications Division policies and procedures and the proper preparation of required reports, logs and forms.

Knowledge of methods, tools and practices used in the maintenance and repair of electronic and communications equipment.

Knowledge of visual aid equipment such as overhead projectors, video cameras, VCR's, P.A. systems, video conferencing systems, etc.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned to include all shifts of a 24-hour day period and be available for emergency call-in overtime.

**MINIMUM EXPERIENCE AND EDUCATION REQUIRED:** (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Must have a minimum of five years experience with the Communications Division and have served at least three years as a Communications Operator.

Must meet the qualifications outlined in Section 43.060 RSMo.

**NECESSARY SPECIAL REQUIREMENTS:** Must be a resident of Missouri at the time of appointment.

Must be of good moral character and never been convicted of a felony or any crime involving moral turpitude.

Per General Order 26-07, uniformed civilian employees will not have tattoos or brands on the head, neck, wrists, or hands. Tattoos and/or brands on any other part of a member or uniformed civilian's body, which would be visible during movements in the performance of their duties while wearing any official uniform or civilian attire, will be completely covered and not visible while on duty.

**PROMOTIONAL ELIGIBILITY:** When Communications Division personnel transfer into a Communications Division specialist position, and are otherwise eligible for promotion, the transferring employee must serve at least six months in the new position before consideration for promotion.

**FLSA STATUS:** Non-Exempt

**WORK SCHEDULE:** An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.