Description/Position Overview

With the Administrative offices located in Joliet, Illinois, the Will County 9-1-1 Emergency Telephone System is one of the largest in the State of Illinois. On the average, the county-wide first responders receive a 9-1-1 call every 9-9 seconds.

Our 9-1-1 Administrative team is the support organization for the 6 county-wide Public Safety Answering Points. It provides additional technical and training support for 9-1-1 provided products to the county’s 31 Fire and EMS agencies and 26 law enforcement agencies.

The current systems CAD Manager and Training coordinator is retiring after a 24-year career with the Will County 9-1-1 Administrative team. Her replacement will accept an excellent career opportunity as the system continues to transition to a Motorola Premier One CAD Suite of CAD, Mobile and Records scheduled for completion in the Fall of 2015.

Typical Responsibilities CAD Manager Functions

- Provide routine agency and system level maintenance to the CAD system including configuration changes for agencies upon request.
- Evaluate and troubleshoot system and software problems; provide support to users of the application.
- Evaluate, provides recommendations, anticipates potential impacts, about, and coordinate the installation, implementation, and configuration of CAD related software and hardware.
- Assure the accuracy of information by updating key system files on a scheduled or automatic basis (key system files include address information, personnel information, hazard files, contact information, unit recommendation tables, resource information and others).
- Determine current and future CAD needs; evaluate and make recommendations on proposed changes or enhancements; and collaborate with other system managers in GIS, IT, and Records.
- Assure quality customer support by interacting with outside agencies who are served by the Will County 9-1-1- system technology. Manage requests from member agencies for changes and assess impact on system as a whole.
- Gathers data and prepares reports from CAD data relating to public safety emergency response, statistical research, and dispatch activities utilizing Microsoft Office products and CAD vendor-specific software.
- Prepares presentations; coordinate and conduct meetings for ETSB, PSAP, and agency personnel.
- Establish, evaluate, and participate in testing procedures for the CAD product.
- Develop, edit, and maintain operating procedures and standards manuals.
- Coordinate and recommend the creation, deletion, and modification of user agency accounts.
- Stay informed of current developments in technology through self-study, independent research, and industry-related seminars.

Typical Responsibilities for Training Coordinator Functions

- Supports system-wide development of telecommunicator training curriculums and training.
- Manages 9-1-1 training schedule for member PSAPs including monthly listings of available training classes for telecommunicators.
- Coordinates the monthly training in-service program.
• Maintains records of all telecommunicator training for all county-wide PSAPs
• Manages and maintains the Telecommunicator reimbursement program authorized by the ETSB
• Produce all training materials and manuals
• Instructs CAD New Hire Training for PSAP personnel
• Instructs agency train-the-trainer personnel on all MDC applications
• Coordinates EMD program training and re-certification of instructors, individuals, and PSAPs.
• Manage and coordinate EMD instructors
• Facilitates meetings of the ETSB Training and EMD Committees with members of system agencies.

Examples of Job Competencies and Knowledge of:
• Operational characteristics, services, activities, functions, and principles of a public safety CAD system and its technical components.
• GIS principles and systems that define geographic areas such as police beats, fire districts, Automatic Vehicle Locator Systems, and interfaces and modules that determine unit and equipment recommendations
• Mobile data terminals and mobile computers
• Methods and Techniques of emergency call taking and dispatching.

Ability to:
• Conceptualize call workflow and resource impact on the CAD system, dispatchers, emergency responders, and private citizens
• Troubleshoot CAD system software problems
• Motivate co-workers
• Communicate Clearly and concisely, orally and in writing
• Establish and maintain effective working relationships

This position requires excellent interpersonal skills

PREFERRED QUALIFICATIONS:
Any combination of education and experience equivalent to a Bachelor’s degree from an accredited college or university is preferred. Supplemented by a comprehensive knowledge of public safety operational parameters and their translation into an efficient and effective CAD, Mobile Data, Records Management System, and Mapping System to enhance the County’s response to emergencies.
Five years of public safety communications experience
Two years of experience as a CAD Manager in a multi-agency environment
Progressively responsible communications center experience providing support services for a public safety CAD system
Experience with Windows based computers, databases, and spreadsheet applications

ADDITIONAL INFORMATION

APPLY BY: 4:00 p.m. on Wednesday, April 22, 2015

SALARY: DOQ

APPLY TO: Will County 9-1-1 Emergency Telephone System
Public Safety CAD Manager/Training Coordinator
2561 Division Street
Joliet, IL 60435
(815) 725-7239 – fax
Applicants must complete the job application form located on our web-site
http://www.willcounty9-1-1.com/careers

The application must be completed in full to be considered for an interview.
The application along with your resume, cover letter, and salary history may be submitted by
e-mail (cdemarco@willcounty9-1-1.com), mail, fax, or hand delivered.

Only applicants selected for an interview will be notified

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