# Computer Aided Dispatch (CAD) Administrator

The City of Baltimore Mayor's Office of Information Technology is seeking a highly qualified, results-oriented professional to serve as the Computer Aided Dispatch (CAD) Administrator (CONTRACT).

**The Computer Aided Dispatch (CAD) Administrator:**

- Coordinates with Tiburon the CAD Vendor;
- Coordinates and supports efforts  with the CAD Technical Administrator;
- Coordinates with all Agencies;
- Acts as Program Manager(in conjunction with Agency Project Manager) or Lead on complex projects, upgrades and testing;
- Identifies and coordinates proactive or preventive maintenance , patches and testing;
- Performs database administration when applicable;
- Troubleshoots system and user issues;
- Develops and distributes user Documentation;
- Attends and participates in user meetings including Fire, Police , and Dept. of Public Works;
- Identifies and documents enhancements;
- Supports emergency activation of the Emergency Operations Center (OEM);
- Documents system specifications and abilities;
  On-Call 24/7 for after hour emergencies and EOC Activations

**Desirable Knowledges, Skills and Abilities**

- Preferred knowledge of public safety Computer Aided Dispatch systems, and a high level understanding of the services provided by a communications center to police, fire and emergency medical services (EMS); general understanding of computer application software packages
- Additionally, preferred knowledge of Tiburon CAD (Stratus and/or Command CAD)
- Ability to present programs and ideas clearly and concisely, orally and in writing;
- Ability troubleshoot computer software and hardware configurations as well as schedule maintenance;
- Ability to track system support requests and communicate status updates;
- Ability to develop policies and procedures;
- Ability to plan, organize and coordinate with other employees; maintain effective working relationships with personnel from various agencies, other employees, and system vendors; effectively communicate verbally and in writing;
- Ability to communicate clearly and effectively with technical and non-technical individuals, both in writing and verbally;
- Strong knowledge of the Microsoft product line including MS Office;
- Knowledge of database and file management;
- Knowledge of geographic information systems (GIS);
- Knowledge of backup and recovery functions;
- Knowledge of Web access applications;
- Knowledge of  Verizon 911 system is preferred but not required;
- Knowledge of Priority Dispatch Software is preferred but not required detail

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills, and ability required to successfully perform the job will be considered. A typical way to obtain the knowledge and abilities would be:
- High School Diploma or equivalent (college computer science coursework preferred)

- Three years' experience in the use and administration of Computer Aided Dispatch Systems (Tiburon preferred)
- Three years' experience with police, fire and EMS dispatching methodologies
- Previous work experience with Public Safety Agencies and/or in an Emergency Communications Environment is preferred but not required

Salary commensurate on education and experience. Interested candidates should submit a cover letter and resume, which specifically addresses the applicant's experience to:

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S. Anderson
Mayor's Office of Information Technology
401 E. Fayette Street
3$^{rd}$ Floor
Baltimore, Maryland 21202
uccresumes@baltimorecity.gov


***Thwille City of Baltimore is an Equal Opportunity Employer***

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