



NON-SWORN MEMBER VACANCY

The Kansas City Missouri Police Department employment practices are designed to hire, promote, and assign members without discrimination on the basis of race, color, national origin, limited English proficiency, sex, sexual orientation, gender identity, age, religion, disability, or low-income level.

DATE: November 26, 2024

JOB VACANCY MEMORANDUM NO. Computer Services Analyst II

TITLE: Computer Aided Dispatch (CAD) Administrator

ELEMENT OF ASSIGNMENT: Information Services Division/Information Technology Support Unit

PAY RANGE: 21

STARTING MONTHLY SALARY: \$5,262

VACANCY STATUS: Vacant

EXPIRATION DATE: December 10, 2024

REQUIREMENTS:

The Computer Aided Dispatch (CAD) Administrator is responsible for the effective management, maintenance, and optimization of the Motorola P1 CAD and Command Central Aware system. This role is essential to ensuring the reliable operation of dispatch services, supporting both end-users (e.g., dispatchers, first responders) and backend infrastructure. The position focuses on delivering customer-centric support, ensuring the system meets the operational needs of public safety personnel, and adhering to industry standards for emergency communication systems.

Essential Job Functions: (Functions essential to attaining job objectives.)

1. Manage the day-to-day operations of the CAD and Command Central Aware system, ensuring it functions optimally and meets the demands of dispatch operations.
2. Provide frontline support to dispatchers and other end-users, addressing any issues or queries related to the CAD and Command Central Aware system. Conduct regular training sessions to ensure users are proficient in utilizing the system's features.
3. Configure and customize the CAD and Command Central Aware system according to operational requirements, including setting up user profiles, permissions, and workflows to optimize dispatch processes.

4. Monitor and implement software updates, patches, and enhancements to the CAD and Command Central Aware system, coordinating with Motorola and internal IT teams to minimize downtime and disruptions.
5. Manage and oversee the integration of the CAD and Command Central Aware system with other KCPD systems and interfaces, such as records management systems (RMS), mobile data terminals (MDTs), and geographic information systems (GIS).
6. Continuously monitor the performance of the CAD and Command Central Aware system, identifying and addressing any performance issues. Perform regular system tuning to ensure optimal functionality.
7. Lead the investigation and resolution of CAD-related incidents and problems, working closely with IT and Motorola support teams to restore service promptly.
8. Ensure the CAD and Command Central Aware system complies with all relevant security protocols and industry regulations, including CJIS (Criminal Justice Information Services) requirements.
9. Develop and maintain comprehensive documentation of the CAD and Command Central Aware system, including configuration settings, operational procedures, and troubleshooting guides. Generate reports on system usage, performance, and incidents for management review.
10. Focus on providing exceptional customer service to all end-users, ensuring their needs are met promptly and effectively. Implement feedback mechanisms to continually improve the user experience.
11. Manage and participate in CAD-related projects, including system upgrades, expansions, and new implementations, ensuring projects are completed on time and within budget.
12. Act as the primary point of contact with Motorola and other vendors for support, upgrades, and maintenance of the CAD and Command Central Aware system.
13. Develop, implement, and regularly test disaster recovery plans for the CAD and Command Central Aware system to ensure continuity of dispatch operations in case of system failure or other emergencies.
14. Stay updated on industry trends and best practices in CAD and Command Central Aware systems. Recommend and implement improvements to enhance system functionality, efficiency, and user satisfaction.
15. This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) as amended by the Amendments Act of 2008 (ADAAA); and the Missouri Human Rights Act (MHRA).

Job Standards: (Minimum qualifications needed to perform essential functions.)

To successfully perform the essential functions of this position, the incumbent must possess a Bachelor's degree in Information Technology, Computer Science, Public Safety, or equivalent related work experience. Experience in CAD administration or public safety systems preferred. CJIS (Criminal Justice Information Services) certification or the ability to obtain it within a specified time frame after hire. Understanding in CAD system configuration, management, and troubleshooting. Strong understanding of network infrastructure, database management, and software familiarity with KCPD communications systems, including RMS, GIS, and MDTs. Knowledge of Windows operating systems, SQL databases, and network security protocols. Experience with system monitoring tools and performance tuning. Excellent communication skills, both verbal and written, with the ability to explain technical concepts to non-technical users. Strong customer service orientation with a focus on delivering high-quality support. Ability to work independently and as part of a team in a fast-paced, high-pressure environment. Strong organizational and time management skills, with the ability to prioritize tasks effectively.

Physical Requirements: This position is primarily sedentary and the incumbent may be required to sit for long periods of time.

A valid driver's license and a good driving record are required

Job Location: (Place where work is performed.)

Position operates in a standard office environment 90% of the time; remaining 10% is spent in a vehicle and at other department facilities.

Equipment: (Machines, devices, tools, etc., used in job performance.)

- Computer Workstation and/or laptop
- Telephone and Mobile phone
- Copier/Scanner/Fax
- Vehicle

All department members interested in being interviewed for the above position must submit a copy of their Request for Transfer, Form 4 P.D. to the Human Resources Division (HRD). The original Request for Transfer form must be submitted through the member's chain of command for endorsement and upon completion, forwarded to the HRD. In addition, another copy of the Request for Transfer, resume and a completed Selection Process Candidate Review Form, Form 417 P.D. (with chain of command endorsements) must be submitted directly to **Supervisor Farhan Chowdhury, Application Support Section** by no later than **DECEMBER 10, 2024**.

Outside applicants interested in being considered for the position must submit a cover letter and a resume to Mindy.Davis@kcpd.org, to be received no later than **DECEMBER 10, 2024**.

All members must obtain a residence within 30 statute (air) miles of the nearest Kansas City, Missouri city limit during their full term of employment with the Department.

<https://kcpd.maps.arcgis.com/apps/instant/lookup/index.html?appid=2e0311b882d84e6cb8ed17fc15539761>

Selected applicants who meet all of the qualifications will be contacted individually to schedule an interview. Selected applicants must submit to a CVSA, post-offer physical examination and routine drug screen

Captain Justin Pinkerton

Captain Justin Pinkerton

Commander, Employment Unit