Public Safety Applications Analyst
The Charlottesville-UVA-Albemarle County Emergency Communications Center (ECC)
Full-Time
Exempt, Paygrade 17
Benefits-Eligible

THE CHARLOTTESVILLE-UVA-ALBEMARLE COUNTY EMERGENCY COMMUNICATIONS CENTER (ECC)

The Emergency Communications Center (ECC) provides all emergency communications services for Albemarle County, the City of Charlottesville, and the University of Virginia. The ECC receives all 9-1-1 calls in the area and serves as the central dispatch for the three local police departments, three rescue squads and fire calls. The ECC is a nationally recognized center, having earned CALEA Accreditation as well as being designated as an APCO National Certified Training Program and Virginia Accredited Emergency Medical Dispatch Communications Center.

Public Safety Applications Analyst

Configures, supports, and coordinates the ECC's regional public safety applications systems, including computer aided dispatch (CAD), records management systems (RMS), and corrections. Provides front-line end-user support for ECC and regional public safety agencies

ESSENTIAL FUNCTIONS:

· Performs and regionally coordinates programming and configuration of regional CAD, RMS, and corrections systems;

· Receives, documents, and responds with appropriate assistance to requests for help from ECC and regional public safety applications users;

· Assists in problem resolution, including coordination of system vendors and remote access support; oversees work of vendors and reviews resolution reports;

· Performs regional geographic information systems (GIS) configuration, updates, and problem resolution in coordination with regional GIS staff

· Prepares documentation for applications;

· Manages or assists with managing projects to integrate new software and hardware into current and new public safety applications to create more efficient and easier to use systems; Provides project team leadership for regional users including the organizing, controlling and reporting functions;

· Provides coordination between various user agencies during the implementation of projects to insure both interoperability and common interfaces;

· Works with ECC Systems Manager and regional users to develop specifications for new applications as well as changes to existing applications;

· Stays current with and evaluates or assists in the evaluations of public safety applications and other systems;

· Installs computer software and hardware;

· Identifies opportunities for specific and overall applications, systems, and process improvements;

· Conducts user training for ECC and regional public safety applications users;

· Supports and serves in various roles the Regional Emergency Operations Center (EOC) during EOC activations, planning, and exercises;

· Assists the ECC Systems Manager in preparing the annual budget request for the ECC's systems division;

· Provides status reports to supervisor and management

· Meets departmental and organizational deadlines;

· Participates in on-call rotation including nights/weekends (compensated for non-exempt);

· Performs other related duties as assigned.

· Assists regional agencies in advanced configuration and troubleshooting of regional public safety software;

· Participates in the regional Dispatch Review Committee and researches and presents options for configuration updates or changes

Education and Experience

At least three years of combined experience as a systems analyst, programmer/analyst or related position in a similar hardware and software environment, or at least three years of combined experience supporting and configuring mission-critical public safety applications and data systems. One of the following: 1. Baccalaureate degree with extensive class work in data processing; 2. Community college or greater coursework in computer technology or specific coursework/training related to public safety applications and systems are required.

SPECIAL REQUIREMENTS: Possession of a valid appropriate driver's license issued by the Commonwealth of Virginia; Completion of appropriate training as prescribed by the ECC and the Commonwealth of Virginia for this level of position is required.

Knowledge, Skills and Abilities

Demonstrated ability to operate and support computer software applications; Strong logical and problem-solving abilities; Demonstrated written and oral communications abilities; Ability to maintain good working relationships; Ability to work in stressful situations and manage stress; Ability to work independently and self-motivate.

THE PHYSICAL CONDITIONS AND NATURE OF WORK CONTACTS

Work is typically performed in an office, computer room, computer classroom laboratory, and/or conference rooms. Continuous ability to communicate by telephone is necessary. Regular use of microcomputers, keyboards, laser printers, etc. is necessary. Work requires occasional handling of large fragile computer components and large components weighing more than 50 pounds. Must be able to climb, crawl, and stoop to access hardware sites. Occasional operation of County vehicles to travel to locations throughout the County and region is required. External contacts with vendor companies and other information services agencies are necessary. Occasional need to perform urgent tasks to meet organizational deadlines. Frequent work activity after normal duty hours and occasional weekend duties are necessary. A person in this position is considered essential personnel and fall under Albemarle County AP-4 and in addition be subject to working overtime, being held over, or called back for disasters, local or regional emergencies or special events.

THE SALARY RANGE
The hiring range for this position is $56,076 - $73,740 per year. Starting offer is based on applicable education beyond minimum requirements and internal equity. The position also provides excellent benefits including 12 paid holidays, paid vacation and sick leave, health insurance options with employer contribution, employer-paid life insurance, VRS retirement, and continuing education/training opportunities. This is a full time, FLSA exempt position. *Internal candidates will receive pay adjustments in accordance with Local Government Personnel Policy, §P-60.*

Deadline for applications: Position open until Wednesday, November 30, 2022.

Virginia Values Veterans
Albemarle County is a Certified V3 organization.

EOE/EEO
Albemarle County is an equal employment opportunity employer, and does not discriminate against any group or individual on the basis of race, color, religion, sex, sexual orientation, national origin, age or disability in regards to any aspect of employment policy and practice: recruitment, testing, selection, assignment, pay, conditions of work, training, leave, overtime, promotion, discipline, demotion, and separation.