



Office of Human Resources  
911 Systems Administrator - CI2869  
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### General Statement of Duties

Performs standard level professional information technology work installing, configuring, and maintaining critical systems and applications for Computer Aided Dispatch (CAD) and Voice Recording systems utilized by the Denver 911 Emergency Communications Center; maintains and repairs routine issues with hardware and software; and troubleshoots, installs, and repairs user issues desktop hardware and software.

### Distinguishing Characteristics

The 911 Systems Administrator is also distinguished from the Associate IT Systems Administrator, which performs standard level professional information technology work installing and configuring operating system hardware and software and user application software; maintains and repairs routine to complex problems with system hardware and software.

Further, the 911 Systems Administrators are distinguished from IT Systems Administrators by the specialized knowledge and experience with emergency communications systems and application functionality that incumbents must possess.

### Essential Duties

Performs routine to complex setup, installation, and configuration of the Computer Aided Dispatch (CAD) and Voice Recording systems to include new software releases and upgrades; implements, configures, and tests related CAD applications.

Troubleshoots and resolves routine to complex problems with servers, databases, emergency communications applications, and user hardware and software; works with vendors to resolve issues, when appropriate. Installs and repairs desktop hardware and software; sets up new user accounts in Active Directory.

Monitors and modifies database configurations; maintains database indexing; and performs refreshes of development and training databases.

Implements security measures to protect data and applications; maintains security and user profiles for applications; adds and removes users, when necessary.

Performs backup and recovery operations for servers and databases and assists with capacity planning for the CAD and Voice Recording systems.

Consults with users to identify existing system problems or new business requirements then evaluates and recommends various software and hardware solutions to meet user needs. Assists with researching, recommending, implementing, and testing new functionality and configuration changes.

Develops, maintains, and publishes routine to complex custom crystal reports.

Provides on-call/after hours support when assigned or requested.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### **Competencies**

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Information Management – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

### **Knowledge & Skills**

Knowledge of data processing hardware, monitors, operating system software, application programming and system configuration sufficient to be able to perform the duties related to the work assignment.

Knowledge of database function and design sufficient to be able to implement network databases.

Knowledge of database structures and report writing methods and tools.

Knowledge of computer network, desktop, server, and mainframe operating systems and their applications.

### **Level of Supervision Exercised**

None

### **Education Requirement**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Mathematics or a related field.

### **Experience Requirement**

Two (2) years of professional information technology experience installing, configuring, and maintaining emergency communications systems and applications, to include installing and maintaining hardware and software.

### **Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Work is primarily performed in an office setting and frequently at other locations for meetings. Work involves pressure due to multiple calls and inquiries and is subject to interruption.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

**Background Check Requirement**

Criminal Check

Education Check

Employment Verification

By position, Motor Vehicle Record

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: NE-19**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date: 7/30/2023**

**Revised By: JFH**

**Class History: 7/30/2023 – Revised licensure & certification and background checks.**