

E 9-1-1 GIS ANALYST

MAJOR FUNCTION

This is highly advanced technical work involved in analysis and evaluation of existing or proposed 9-1-1 geographic information systems (GIS) data and designing solutions and technical procedures to process 9-1-1 GIS data for all areas of the Marion County Enhanced 9-1-1 Emergency System. Since modern public safety systems are map-centric, they rely heavily on GIS concepts and data.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Communicates with the customer to analyze and evaluate 9-1-1 data systems and technical specifications.
- Prepares comprehensive documentation and operational instructions for 9-1-1 GIS Quality Control (QC) applications. Prepares all training aids. Writes documentation and user manuals associated with any 9-1-1 GIS QC application.
- Assist in problem analysis, and submits recommendations for solutions. Prepares 9-1-1 QC Application specifications and diagrams, and tests, debugs and installs the operating procedures in coordination with Department and 9-1-1 Public Safety Agencies.
- Recommends modifications to programs, systems, or standards in order to improve their overall effectiveness, and works with user to ensure development of timely and useful information systems. Updates existing documentation to conform to approved revisions. Trains customers in the use of new software and hardware.
- Researches, creates, manages and maintains 9-1-1 spatial and tabular data to provide the users with the most current and accurate available data.
- Performs data analyses on spatial and tabular data to produce reports, maps, graphs, and/or charts as requested by management and user Public Safety Agencies.
- Creates visual representations of 9-1-1 database to assist department and users in optimization of their duties.
- Provides advanced technical support for all 9-1-1 mapping applications in the department and at the user Public Safety Agencies.
- Provides advanced mapping, spatial analysis, training and support for use and application of 9-1-1 public safety related data.
- Implements technical methodologies for creation and use of spatial and tabular data. Prepares and interprets source documents and spatial data for digital conversion.
- Supplies first line quality control of all departmental 9-1-1 GIS data, which includes spatial alignment,

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accuracy, GPS validation, etc. as required.

- Participates in the evaluation of departmental procedures to assist managers with developing efficient and effective 9-1-1 database and public safety mapping organizational processes.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- Drives a county car and on occasion a four-wheel drive.
- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, county public safety agencies, developers, communications companies, engineering companies and customers of the department. Service is provided in person or by phone contact.

SUPERVISION

Occasionally functions as a lead worker for a small (one or more) group of employees. Provides indirect supervision, guidance, assistance, review of work product, resolution of work problems, and work direction to all the department employees.

EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS

Education and Experience

Associate Degree or equivalent from two-year college or technical school; five years experience in 9-1-1 Database and Mapping Systems; formal training in current 9-1-1 Mapping and standard GIS software or equivalent combination of education and experience.

Licenses

Valid Florida Drivers License.

Certifications

9-1-1 Emergency Number Professional (ENP) Certification. Ability to obtain an ENP Certification within twelve months of hire.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skills, and ability required.

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Language Skills

- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to top management, public group, and/or boards.

Mathematical Skills

- Ability to apply advanced mathematical concepts such as exponents, logarithms, quadratic equations, and permutations.
- Ability to apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.

Problem Solving Ability

- Ability to define problems collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Develops plans, policies, specifications, programs continually.
- Functions independently as an expert in matters of specialized code, rules, policy, analyses, advanced budgetary, accounting systems, or complex scientific or technical systems.

Specialized Skills and Abilities

- Advanced knowledge of the current County 9-1-1 Databases and Software, relational database fundamentals, and local area networking fundamentals.
- Experience with a professional graphics desktop software.
- Ability to work with limited supervision.
- Advanced knowledge of terminology, practices, and techniques used in Enhanced 9-1-1 and GIS systems.
- Ability to analyze data and meet deadlines.
- Ability to prepare comprehensive reports and training manuals.

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- Ability to organize material, analyze information, and develop appropriate recommendations.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to excellence and the goals and objectives of the team.

Machines and Equipment

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment in the completion of the tasks of the position.

PHYSICAL DEMANDS

Vision is a major requirement for this position and requires close and color vision and depth of perception. While performing the duties of this job, the employee will occasionally be required to stand, walk, climb or balance, stoop, kneel, crouch, or crawl, taste or smell, and to lift up to fifty pounds; will regularly be required to use hands to finger, handle, or feel, reach with hands and arms, and sit; and will frequently be required to talk or hear. Vision requirements are close, distance, and color vision; depth perception; and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Most of the duties are performed in a typical indoor office environment. The employee will occasionally be exposed to outdoor weather conditions. The noise level for this environment will be moderate.

Established 10/2006

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Category: 3

Status: E

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