



**Cayuga County Department of Human Resources
and Civil Service Commission**

JOB SPECIFICATION

Civil Service Title: 911 Database Analyst
Jurisdictional Class: Competitive
Civil Division: E911
Adoption: CSM 2/18/20
Revised: CSM 3/17/20

DISTINGUISHING FEATURES OF THE CLASS:

This position exists in the Cayuga County E911 Center and includes responsibility to assist the 911 Administrator and Deputy 911 Administrator in supporting the GIS components involved with the Computer Aided Dispatch System and call handling systems in the center. This is also an important technical and clerical position primarily responsible for the collection, preparation, and distribution of a variety of information from records maintained in the E911 Department. This information includes but is not limited to official tapes and transcripts of 911 service calls that may be used in criminal or judicial proceedings. The work of this position requires a high degree of accuracy and attention to detail in the recording and indexing of official information. The work is performed under the general supervision of the 911 Administrator or another higher-level employee. Supervision over the work of others is not a function of this position.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Plans, develops, coordinates and modifies systems to create and maintain a comprehensive geographic and land information system;
Enter new information into the GIS databases as needed including emergency response plan updates and new datasets;
Extracts data from GIS mapping software, ESRI, and updated CAD and phone systems with data as necessary;
Plans processing steps for database creation, application, and display;
Work with software vendors to resolve address validation concerns related to GIS including troubleshooting issues;
Provides information, both verbally and in written form to the District Attorney's Office, public safety officials, or other criminal justice officials;
Searches and retrieves data from CAD system;
Searches and retrieves audio recordings;
Maintains the recording system;
Develops a work plan to accommodate critically time-sensitive requests;
Generates computer reports by assembling information from audio tape, hard-copy, or database records within E911;
Testifies in court proceedings on behalf of E911 as required;
Performs other related duties as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of GIS tools and techniques, especially planning applications of such tools and techniques;

Good knowledge of GIS web development Software to effectively develop web applications, SQL Server, ArcGIS software;

Ability to express ideas clearly and concisely, both orally and in writing;

Working knowledge of office terminology, procedures, and equipment;

Ability to analyze and organize data;

Ability to listen and understand key information;

Ability to understand and follow oral and written instructions;

Ability to understand information storage and retrieval techniques;

Good professional judgement;

Clerical aptitude;

Accuracy;

Tact and courtesy;

MINIMUM QUALIFICATIONS:

Graduation from high school (or higher level) or possession of a high school equivalency diploma and **EITHER:**

(A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree and the equivalent of two (2) years of experience in drafting property lines in AutoCAD and GIS; **AND EITHER:**

(1) Two (2) years of experience in software applications development for Geographic Information Systems including publishing and referencing web services; **OR**

(2) Two (2) years of experience in the creation of maps or related reports using Geographic Information System software or hardware including publishing and referencing web services

(B) Graduation from a registered accredited or New York State registered college or university with an Associate's Degree in Geographic Information Systems or a directly related field; **AND EITHER:**

(1) Two (2) years of experience in drafting involving the layout or mapping of property lines; **OR**

(2) Two (2) years of experience working with Geographic Information Systems.

SPECIAL REQUIREMENT:

Possession of a valid New York State driver's license appropriate to the vehicles operated or otherwise demonstrate the ability to meet the transportation needs of the position.

BACKGROUND INVESTIGATION:

Applicants will be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.