City of Phoenix
Fire 911 Administrator

Job Code:	62000	Job Function:	Fire
Salary Plan:	013	Grade:	836
FLSA:	Exempt	Labor Assign:	Non-Represented Groups
Benefit Cat:	009	EEO-4:	Officials and Administrators
SOC:	11-3012.00	Last Revision:	October 2024

This description shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty as the examples of typical functions of the classification. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DEFINITION:

The fundamental reason this classification exists is to plan, organize, and administer the communications/computer development, maintenance, and functional operations activities for the Fire Department. The incumbent is responsible for all work of project leaders, analyst/programmers, and programmers involved in the design, development, and implementation of Computer Aided Dispatch (C.A.D.) communications systems, including the Maricopa Association of Governments 911 Emergency Telephone System. This involves coordinating the design of all applications systems; assigning resources within the division in response to project assignments; consulting with and advising user management on application systems problems and requests; handling complaints dealing with division personnel or application systems performance; maintaining system standards; and creating division policies and guidelines that reflect the most effective use of resources. The incumbent also administers all short- and long-range planning activities, provides technical support to data centers, assists in determining the basic objectives and the scope of departmental studies and projects, and is often required to oversee or participate in the studies.

SUPERVISION RECEIVED/GIVEN:

Supervision is received from an Assistant Fire Chief or other supervisor; work is performed with considerable independence.
Supervision is exercised over lower-level classifications.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only):

- Plans, organizes, and administers the communications/computer development, maintenance, and functional operations activities for the Fire Department
- Supervises and participates in the development of C.A.D. plans for new applications, equipment, and technical software to ensure proper coordination of these activities
- Participates in the evaluation of computer equipment as it relates to applications systems
- Participates in the preparation of the departmental budget
- Provides technical advice and makes recommendations to the Fire Chiefs and senior staff of all participating cities
- Reviews and approves C.A.D./Communications equipment specifications and directs the Fire Communications System engineering activities

- Consults with and advises user management on application systems problems and request
- Resolves complaints dealing with application systems performance
- Ensures that system performance standards are maintained
- Provides technical support to data centers
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required

REQUIRED KNOWLEDGE AND ABILITIES:

Knowledge of:
- Computer systems design and programming.

Ability to:
- Perform a broad range of supervisory responsibilities over others.
- Produce written documents with clearly organized thoughts using proper English sentence construction, punctuation and grammar.
- Work cooperatively with other City employees.
- Communicate orally with customers, clients, or the public in face-to-face one-on-one settings, in group settings, or using a telephone.
- Understand and follow oral and written instructions in the English language.
- Comprehend and make inferences from written material in the English language.
- Review or check the work products of others for conformance to standards.
- Observe, monitor or compare data to determine compliance with prescribed operating standards.
- Rely on sense of sight to help determine the nature of system malfunctions.
- Remain available and respond to work site in the event of major Computer Aided Dispatch system problems.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.
- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

ACCEPTABLE EXPERIENCE AND TRAINING:

Three years of experience in on-line applications systems analysis, computer systems planning, or technical systems support, including one year of supervisory or systems project leader experience and a bachelor's degree in public administration, business administration, computer science, or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.