

Morgan County 911

Job Description

Job Title	GIS Manager
FLSA Designation	Non-exempt
Pay Grade	\$48,360 - \$71,156
Effective Date	10/01/2024

General Statement of Duties

Serves as a Geographic Information System/Mapping for Morgan County Emergency Management Communication District (MCEMCD); performs related work as required.

Distinguishing Features of the Class

Under general direction, performs duties essential to maintaining the GIS/Mapping Database for MCEMCD. This position may also be involved in public information or community outreach programs.

Reports to the Director.

Examples of Essential Work (Illustrative only)

GIS/CAD:

- Maintains the E9-1-1 Master Street Address Guide (MSAG) files and works with local entities and local telephone companies to insure additions and changes are made in a timely manner.
- Maintains the MSAG database by entering daily updates and reviewing, researching, and correcting related issues as they arise.
- Interfaces between the MCEMCD and the Computer Aided Dispatch (CAD) maintenance and programming personnel to troubleshoot any issues and insure that they are resolved.
- Review daily 9-1-1 call detail reports for Automatic Location Identification (ALI) issues and research and correct as needed.
- Interface with Indigital to maintain the 9-1-1 ALI database, including submitting address changes, and insuring any necessary corrections are completed.
- Coordinate and oversee 9-1-1 testing.
- Coordinate wireless implementation, including routing and testing for new sites, new carriers, and new technologies, and work with wireless carriers and database providers to troubleshoot 9-1-1 related issues as they arise.

- Coordinate VoIP implementation, including involvement with all phases of the deployment process from initial data provision and ESQK assignment through testing and deployment of live 9-1-1 service and researching, reporting, and troubleshooting issues that occur thereafter.
- Assign addresses and assist with addressing projects as needed.
- Works to correct addressing errors when detected.
- Assist with CAD configuration data collection and input, and responsible for the daily activities of managing the CAD system.
- Works with local developers and local planning departments to coordinate new street naming, adding new streets to GIS files, and assigning new addresses.
- Updates and maintains MCEMCD GIS files for police, fire, EMS, and EMA.
- Maintains the local addressing database.
- Keep records and prepare reports.
- Prepares various types of maps for emergency responders and municipalities including Neighborhood Watch, EMA sirens, Police, Fire and EMS showing boundaries and corporate limits.
- Acts as a liaison to the Morgan County GIS Consortium.
- Liaison to vendors on mapping/GIS projects.
- Educates the public on the need to post their address where it is visible to emergency responders.
- Works with the public, post offices, utilities departments, etc. to confirm existing 911 addresses.
- Coordinates Geography related training for Communications Staff.
- Assists in training for CAD, APCO, MCT, CAD Resource Monitor and MCEMCD in-service sessions.

Ability to:

- Read, write, spell and speak in clear and concise English.
- Deal tactfully with the public and other employees.
- Provide support in the implementation and maintenance of various applications.
- Identify user needs, and determine resolutions.
- Instruct users in the use of MCEMCD computer systems.
- Operate a variety of computer systems and equipment.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Required Special Qualifications
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- Must have a high school diploma or GED, and any combination of training and experience determined by MCEMCD to be equivalent to a two year college degree.
- Ability to pass a full police background investigation and drug screening test.
- Ability to obtain ACJIC Terminal Operator certification.
- Ability to obtain Public Safety Telecommunicator 1 certification.
- Ability to obtain Emergency Medical Dispatcher certification.
- Ability to obtain CPR certification for infants, children, and adults.
- Possess a valid driver's license authorizing the operation of a motor vehicle within the state of Alabama.
- General knowledge of the workings of a consolidated 911 Center
- Basic mapping knowledge

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodations, which permits the employee to communicate effectively in emergency situations;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to operate and monitor a computerized communications system;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a keyboard, several phone lines and other communications equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to operate in the communications center environment.

"This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice."