

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

<u>CLASSIFICATION SERIES</u> CAD Specialist	<u>SERIES NUMBER</u> 5253
<u>MAJOR AGENCIES</u> Public Safety only	<u>EFFECTIVE</u> 09/25/2011

SERIES PURPOSE

The purpose of the CAD Specialist occupation is to provide technical assistance to State Highway Patrol in use of CAD (i.e., computer aided dispatch) system.

At the lower level, incumbents maintain CAD databases, troubleshoot system malfunctions & provide training to highway patrol dispatchers & sworn officers in use of CAD equipment.

<u>JOB TITLE</u> CAD Specialist	<u>JOB CODE</u> 52531	<u>PAY GRADE</u> 08	<u>EFFECTIVE</u> 09/25/2011
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CLASS CONCEPT

The full performance level class works under general supervision & requires considerable knowledge of CAD software system in order to maintain CAD databases & train highway patrol dispatchers & sworn officers in use of CAD equipment.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
CAD Specialist	52531	01	09/25/2011	08

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provide technical assistance to State Highway Patrol in use of CAD system by maintaining CAD databases (e.g., updating personnel security level, towing, radio IDs, vehicle incident, disposition & other related databases with vital information) & training highway patrol dispatchers & sworn officers in use of CAD equipment (e.g., creates training materials & provides instruction to highway patrol dispatchers, dispatcher supervisors & sworn officers).

Troubleshoots CAD system malfunctions & acts as liaison with MARCS (i.e., Multi-Agency Radio Communication System) helpdesk; utilizes helpdesk software to identify malfunctions & possible solutions; tests new versions of CAD applications & fixes for current application problems; coordinates collection, submission & verification of GeoFile changes/additions within CAD system.

Creates &/or updates monthly roll call knowledge exercises for both sworn & non-sworn personnel; writes & updates dispatcher manuals & procedures; recommends policy updates as needed.

MAJOR WORKER CHARACTERISTICS

Knowledge of CAD technical operations & procedures; employee training & development; agency policies & procedures associated with dispatching & communication center operations. Skill in operation of CAD software & related equipment. Ability to think & act promptly in emergencies & under stressful conditions; calculate fractions, decimals & percentages; deal with many variables & determine specific action; develop training manuals/materials; gather, collate & classify information about people or things; demonstrate dexterity to operate computer.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

12 mos. exp. in operation of computer aided dispatch software; 6 mos. trg. or 6 mos. exp. in preparing informational or instructional materials/programs; 6 mos. trg. or 6 mos. exp. in public speaking or effective communication skills.

-Or 12 mos. exp. as Highway Patrol Dispatcher, 52461; 6 mos. trg. or 6 mos. exp. in preparing informational or instructional materials/programs; 6 mos. trg. or 6 mos. exp. in public speaking or effective communication skills.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

Note: Applicants will be required to demonstrate proficiency in CAD operations by passing department administered test.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Must successfully obtain LEADS & CAD certification prior to completion of probationary period; must re-certify in LEADS every two years as mandated by Ohio Administrative Code 4501:2-10-03 (G) (3); completion of MARCS CAD Training Course.

UNUSUAL WORKING CONDITIONS

On call 24 hours a day/7 days a week; may require travel.