

**YAMHILL COMMUNICATIONS AGENCY  
JOB DESCRIPTION**

JOB TITLE:	Information System Manager	FLSA: Exempt
REPORTS TO:	Executive Director	Date: 10/2021

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**Job Summary**

Performs highly responsible administrative and managerial tasks related to Enterprise Software Management within a 9-1-1 Public Safety Emergency Communications Center. The position is responsible for the provisioning, operations, maintenance, and administration of a broad range of hardware and software products, management, and security tools for all network operations – including the 9-1-1 Computer Aided Dispatch (CAD) System, GIS Mapping and MSAG. The focus of this job is to ensure the accuracy and functionality of all related equipment and databases required for efficient operations and security in a multi-jurisdictional emergency services environment where rapid response is essential; and the consequence of error is high. Involves considerable interaction, cooperation and collaboration with managers, vendors, the State, County and Cities, as well as officials of other public agencies. The IS Manager will provide proactive leadership in the establishment of the on-going success of technology throughout the organization. The employee works under the supervision of the YCOM Director and does related work as required.

**Typical Job Functions**

1. Evaluates and maintains data and functionality relating to overall operation of YCOM;
2. Applies principles of current IS design methodology and stays informed on changing technology;
3. Assists or directly formulates policies and procedures related to IS functionality and security;
4. Communicates with other YCOM staff to validate plans, procedures and ideas;
5. Develops and maintains a network of contacts in the industry for professional development, partnership opportunities and technical support;
6. Oversees contracts, agreements and licenses with outside vendors and agencies;
7. Maintains various fiscal and budgetary data to support and ensure effective operations;
8. May organize meetings or give presentations to various organizations and groups;
9. Executes and analyzes utility programs in the development and/or maintenance of application systems, hardware, and software;
10. Schedules and manages projects dealing with implementation and/or upgrade of IS related systems;
11. Monitors and maintains CAD, mapping, 9-1-1 telephone and recording systems, verifying information, and backing up of databases;
12. Analyzes CAD, mapping system and other computer or related operations for efficiency and effectiveness;
13. Receives complaints and suggestions from system users and communicates with those agencies to identify possible solutions to problems;
14. Researches problems using logs, system manuals, maps, and database, and through consultation with the others regarding their needs, procedures, and equipment;
15. Evaluates problem situations, tests updated or new software enhancements, and suggests solutions, in writing if necessary;
16. Interprets and applies Federal, State, and local policies, laws and regulations related to network security and Criminal Justice Information Systems (CJIS) guidelines;
17. Serves as the agency's CJIS Local Agency Security Officer (LASO);
18. Oversees creation and maintenance of agency web page;
19. Assists with or conducts investigations and special projects;
20. Prepares reports as required;
21. Requires flexibility in work schedule to facilitate communication with vendors based in alternate time zones;
22. Must carry cell phone and be available to respond in person and/or on the phone as needed;
23. Other related duties and responsibilities as may be assigned.

## **KNOWLEDGE AND ABILITIES**

- Extensive knowledge of computer capabilities, resources, and programming techniques.
- High level knowledge of principles and techniques of project management, organization, documentation, and workflow charting.
- Ability to analyze procedural operations and to organize their component parts into a logical, effective, and efficient system.
- Ability to analyze and integrate external systems and procedures.
- Ability to write instructions and scripts in programming languages currently used by YCOM.
- Demonstrates DBA level SQL reporting skills.
- Ability to establish and maintain effective working relationships with co-workers, supervisors, vendors, and user agencies.
- Training and experience in client/server and Local-Area/Wide-Area networked systems design, virtualization technology, development, and implementation.
- Knowledge of principles, theories and methods as applied to technology in a 9-1-1 public safety environment.
- Ability to comprehend and problem solve complex data base system issues.
- Ability to read, understand and apply a variety of written material, such as manuals, reports, procedures, and regulations
- Ability to write clear, concise narrative prose;
- Ability to identify system problems and recommend solutions;
- Ability to infer the problem from another's report and determine the solution;
- Ability to explain the solution to a problem in language appropriate to the audience.
- Ability to work independently and make decisions with minimal supervision
- Ability to motivate, organize, create, and maintain team environment

## **COMPENSATION**

This is a full-time position, considered part of YCOM's Management Team. Wages \$92,814 - \$97,699 DOE, + Full Benefit Package.

## **MINIMUM QUALIFICATIONS**

Must have demonstrated work experience that includes enterprise software management, network administration, SQL reporting, budgeting, virtualization, and critical infrastructure.

Graduation from high school or possession of an equivalency diploma **and** either:

Graduation from an accredited college or university with an associate degree in Computer Science, or a closely related field, and three years of full-time experience as a database manager, which shall have involved operation of a computerized public safety emergency dispatch system, mapping system, or other critical 24 x 7 technology infrastructure.

**- or -**

Five years of progressive experience involving the maintenance of database records in an operation that includes a computerized emergency dispatch system involving critical public safety infrastructure, and supervision.

**-or-**

Any combination of education, experience and training which provides the required knowledge, skills, and abilities to perform the essential functions of the class.

## **SPECIAL REQUIREMENT(S)**

- ❖ Possession of a valid Oregon Driver's License.
- ❖ Willingness to work any shift, as assigned.
- ❖ Must pass in-depth Criminal Background investigation.
- ❖ Must successfully complete drug and alcohol screening.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.