

# Northwest Central Dispatch System

1975 E. Davis Street  
Arlington Heights, IL 60005  
(847) 398-1130 Administration  
(847) 398-2498 Facsimile



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## JOB DESCRIPTION - 911 INFORMATION SPECIALIST

**Reports To:** Deputy Director-Support Services  
**FLSA Status:** Exempt  
**Updated:** December 9, 2022

### Summary

As a member of the CAD / 911 support team, this position works to maintain, implement, upgrade and trouble-shoot the Agency's public safety technology

### ESSENTIAL JOB FUNCTIONS

The following statements are illustrative of the essential functions of the job and is not a comprehensive listing of all the functions performed.

- Database support for PSAP related technology including, but not limited to:
  - CAD and Mobile database support
  - Geographic Information System (GIS)
  - 911 related software
- Trouble-shoot, research, and address public safety computer, data, and phone system requests related, but not limited to Next Generation 9-1-1, unit recommendations, response plans, GIS/ Mapping, fire station alerting, and recording system.
- Communicate clearly and collaboratively with NWCDs member agencies to troubleshoot issues and make improvements to existing systems and workflows.
- Work efficiently and effectively, recognizing the time-sensitive nature of the needs of the NWCDs member agencies.
- Perform effectively in a team environment.
- Perform other duties as assigned.

### QUALIFICATIONS

Sufficient education, training and/or work experience to demonstrate possession of the following knowledge, skills, and abilities:

- Knowledge and experience with PSAP operations and software
- Knowledge of SQL and SSRS reporting
- Excellent oral and written communication
- Ability to maintain confidentiality
- Proficient in Microsoft Office, including Microsoft Word, Outlook and Excel
- Experience troubleshooting and effectively resolving technical problems
- Proven critical thinking skills, independent judgment, initiative, and time and project management skills
- Associates degree or equivalent in a computer technology related field, or equivalent experience

### PREFERRED QUALIFICATIONS

A strong candidate will also have experience in the following areas:

- Experience working with Geographic Information Systems
- Experience working in a 911 environment
- Knowledge of Computer Aided Dispatch systems
- Experience working with SQL and SSRS reporting
- Familiar with NENA and APCO Standards

**KNOWLEDGE, SKILLS and ABILITIES**

- **Communications**: Must have the ability to actively listen to others and understand their needs and situations; ability to speak and write English clearly. Must be able to communicate professionally and precisely. Be able to read and understand correspondence, memoranda and directives.
- **Decision Making**: Must act in a decisive manner, using good judgment. Must be able to assess problems and situations, and be able to anticipate needs and evaluate alternatives. Must be able to deal with stressful situations, avoid over reaction, and maintain flexibility in adjusting to situations and procedures; to support and carry out directives.
- **Interpersonal Relationships**: Must be consistent in dealing with people; must be sensitive to other's problems without direct involvement, must exclude personal biases from work performance; must have the ability to accept criticism and/or discipline; must have tact and diplomacy; must strive to promote a cooperative atmosphere in the Communications Center; must have a positive attitude.
- **Professional Attitude**: Must have emotional stability, loyalty and commitment to the organization, and the agencies the Center serves; willingness to take initiative; dependability; maturity in relationships with others and self-confidence. Must represent the organization to other agencies and citizens with a courteous, helpful, accurate and business-like attitude.
- **Quality of Work**: Must be able to produce high quality, accurate work. Must be able to coordinate heavy workloads to maintain organization needs.

**WORK ENVIRONMENT/PHYSICAL REQUIREMENTS**

- The employee regularly works in an indoor or office environment while performing the duties of this job. This position is 100% on site.

*The preceding statements are illustrative of the functions of the job and Northwest Central Dispatch retains the right to modify or change the duties or essential functions of the job at any time. Must be able to successfully pass a thorough background investigation and drug screening.*