



## **911 Database Analyst**

**Category:** Classified  
**Pay Grade:** C21  
**Job Code:** 10872

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **JOB SUMMARY**

Performs highly responsible, complex work providing customers and users accurate data information through maintaining and updating live databases and providing support to management; maintaining the Emergency Response Run Card database, Preplan database, and providing backup for the Master Street Addressing Guide (MSAG) database for Radio & Technology Division.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Maintains live public safety database directly impacting emergency responses (runcards) for various programs within the dispatch computer aided dispatch (CAD) system to prioritize the dispatch of emergency vehicles;
- Identifies phone/location errors and forwards them to supervisor;
- Serves as backup for the supervisor requiring knowledge of additional software application;
- Manages and updates the preplan database which supports local Fire Departments, including preparing, reformatting, resizing, and inputting preplans, generating updates, and preparing thumb drives for each EMS/Fire apparatus in Pinellas County;
- Coordinates Citizens Information Center for Emergency Management, including training, opening CIC in emergency situations and short notice, and running of CIC for entire incident duration and developing training materials and database programs;
- Generates and sends monthly data 911 reports to law enforcement agencies;
- Provides coordination and development of Life Safety Education Programs for County residents relating to proper use of 911 system and gives 911 tours to community and special groups;
- Performs online and phone support for computer repair and support for fire departments;
- Receives and assists in handling requests by emergency response providers and emergency dispatch for locations, system security, personnel updates, and corrections;
- Serves as a representative of Department for EAC and special meetings such as the Age Friendly Committee, etc.;
- Conducts special projects and assists management in scheduling, special events, statistics, and projects as assigned;
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

Must obtain and maintain a Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 1 - CJIS Security & Awareness Certification within six (6) months of appointment; and three (3) years of clerical experience in automated office information systems, data processing, word processing, or related field; or an equivalent combination of education, training, and/or experience.

**Special Qualifications (May be required depending on area of assignment):**

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other knowledge, skills, abilities, and credentials required for a specific position.

**Knowledge, Skills and Abilities:**

- Knowledge of multiple public safety software applications;
- Knowledge of geographic layout of the County;
- Knowledge of office practices, procedures, and equipment.
- Ability to prepare and present Public Education program to County residents;
- Ability to read and interpret maps, plats, and read legal descriptions;
- Ability to understand and follow complex oral and written instructions;
- Ability to provide information correctly and concisely, orally and in writing;
- Ability to perform detailed, accurate work in a timely manner;
- Ability to utilize a personal computer, application software, and utilities to perform analyses, generate reports, sort and categorize data, etc.;
- Ability to work independently and is self-motivated.

**PHYSICAL/MENTAL DEMANDS**

This work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly. Additionally, the following physical abilities are required:

- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.

**WORKING CONDITIONS**

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.