



## **911 MSAG Analyst**

**Category:** Classified  
**Pay Grade:** C21  
**Job Code:** 10878

*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 complex technical and analytical work involving the correlation and maintenance of various computer files in the 911, Emergency Service Listing (ESL), and Regional 911 Department (R911) database systems; interprets incoming documents from a variety of sources; conducts visual verification from maps and/or computer files; updates the databases as necessary; serves as a link between the Geo Base Data, 911 Dispatch data, United States Postal data, Municipality data, and the telephone company's Master Street Addressing Guide (MSAG) database.

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

- Verifies and updates the geographic base file using computer printouts, and by interpretation of boundary, traffic, and fire maps, annexations, new subdivisions, street atlas maps, etc.;
- Edits and updates and maintains the ESL files for more than 35 telephone companies in the County in order to provide timely and accurate information to the Regional 911 Center;
- Receives data and map corrections from the Communication Center on a daily basis for research and correction;
- Verifies, edits, and updates databases for seven wireless providers, using their Call Routing Sheets and Site Maps;
- Prepares letters of no objection;
- Acts as a representative for County Regional 911 at the Florida E911 Database Group Meetings;
- Attends meetings with representatives from surrounding five counties to discuss progress of NexGen911, disaster recovery, and various topics pertaining to 911 and acts as backup to the Regional 911 management;
- Participates in multiple NENA Work Groups to stay current with addressing, MSAG, GIS, and database procedures;
- Interacts extensively with other County agencies verifying addresses, locations, and other geographical data;
- Trains and evaluates the performance backup staff;
- Edits and updates Master Street Address Guide (MSAG) in Intrado's 911Net via internet connection, including updates for changes to existing addresses, new construction such as subdivisions, town homes, apartment complexes, and individual address;
- 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 3 - CJIS Security & Awareness Certification within six (6) months of appointment; and four (4) years of experience in GIS and MSAG related activities, including automated mapping and structural programming, automated office information systems, data processing, word processing, or related field; or

Associate's degree in information technology, finance, accounting, business, or general education that includes some basic computer courses and training and two (2) years of experience as described above; 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 geographic layout of the County;
- Knowledge of office practices, procedures, and equipment;
- Knowledge of MSAG practices and procedures and database;
- Knowledge of GIS applications and software;
- Skill in data input accuracy at a reasonable rate of speed;
- Ability to apply basic computer applications and software;
- Ability to read and interpret maps or plats and read legal descriptions;
- Ability to interpret State and Federal laws, rules, regulations, and guidelines of the E911 system and to update existing database files consistent with the NENA standards;
- 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 application software and utilities to perform analyses, generate reports, sort and categorize data, etc.;
- Ability to plan, organize, and supervise employees.

**PHYSICAL/MENTAL DEMANDS**

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- Feeling: Perceiving attributes of objects, such as size, shape, temperature, or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Reaching: Extending hand(s) and arm(s) in any direction.
- 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 a recording on a 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.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

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**WORKING CONDITIONS**

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