



CLASS TITLE | COMPUTER AIDED DISPATCH SYSTEMS ADMINISTRATOR

PAY GRADE: EX-40 | www.cityoftulsa.org/pay

Effective Date: 11/12/2025

CLASS CODE: 3032

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for planning, setup, configuration, analytical and training work supporting microcomputer hardware and software applications, and other related assigned duties.

ESSENTIAL TASKS:

- Manages Computer Aided Dispatch System (CADS) security by processing access requests and configuring user groups
- Plans, coordinates, and schedules CADS server operating system upgrades, CAD application version and patch upgrades, and other 911 technology and software updates
- Configuration, administration, and functionality of CADS, CayoSoft, CIM, mobile CADS, and interfaces functional modifications and/or enhancements to existing processes, and other 911 technology
- Provides operational assistance for Open Records Requests, CJIS and TAC duties, as assigned
- Plans and monitors CADS maintenance and 911 technology and software maintenance, including response plan and process review as it relates to CADS, as well as system functionality testing
- Develops, prepares, and analyzes CADS reports
- Prepares and maintains written application and systems documentation for all 911 systems and data
- Coordinates vendor relationships to include licensing monitoring, account services, support management, contract compliance, and vendor technical support
- Coordinates with IT and vendors with respect to performance issues and solutions, service pack installations, system upgrades, and implementation of new functionality or features
- Works closely with City personnel, vendors, and other entities, to maintain and monitor CADS interfaces with other systems to ensure optimal interface performance
- Must be able to work a flexible schedule that could include hours outside core business hours,
- Must be available for after-hour calls, including the ability to respond to the work place if needed.
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria:

- a) Completion of one hundred twenty (120) hours from an accredited college or university; **and,**



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- b) Two (2) years' experience as an SME, or similar, in public safety computer systems user configuration and administration; **and**,
 - c) Five (5) years' experience in 911 emergency communications call center

Knowledge, Abilities and Skills:

Knowledge of:

- Knowledge and understanding of 911 call taking and dispatching procedures
- Experience and knowledge of using and configuring the Computer Aided Dispatch System
- Knowledge of computer systems and how to configure and administer user roles, rules, and interfaces
- Comprehensive knowledge of systems/data analysis, design, testing and evaluations

Ability to:

- Analyze complex systems and data problems and to make independent decisions and recommendations
- Coordinate, manage and maintain 911 technology and systems for 911
- Demonstrate ability to work effectively with a broad range of people and positions
- Utilize the highest level of interpersonal skills to plan, test, implement, troubleshoot and problem solve technology and system issues

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to standing, walking, sitting, reaching, bending, and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) Possession of a valid Oklahoma Class "D" Driver License
- b) Teletype/OLETS certification (TTY); *preferred*

WORKING ENVIRONMENT: Working environment is primarily indoors, with some traveling to various City locations to provide computer related assistance.

EEO Code: E-02

Group: Clerical and Administrative

Series: Data Processing and Information Services