

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Vacant

Work Phone:

2. Class Title (i.e. payroll title):

Management Information Specialist 3

3. Working Title (if any):

Fire Department Systems Coordinator

4. Name & Class of First-Line Supervisor:

Fire Department Management (TBD)

Work Phone:

5. Department, Division & Section:

6. Work Address:

325 West Johnson Street

7. Hours/Week: 38.75

M – F Start time: 8:00 AM End time: 4:30 PM
Occasional evenings and weekends.

8. Date of hire in this position:

10-15-2013

9. From approximately what date has employee performed the work currently assigned:

N/A

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10. Position Summary:

This is advanced-level professional work in the development and/or support of automated management information systems, focused primarily on business analyses and project leadership for the Madison Fire Department. Duties include using business process analysis practices to translate customer business needs into information systems and/or technical solutions, developing project plans including timeline and risk factors, coordinating resources within the Information Technology Department, ensuring compliance with City Information Technology policies and procedures and best practices, and developing and implementing support systems and programs, as assigned. Providing technical assistance to Fire Department staff and identifying and coordinating technology related training needs. Work may involve some team leader responsibility on specific projects, as assigned.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

60% A. Manage Projects

1. Meet with Fire Department staff to analyze and determine requirements

2. In coordination with IT team leaders, write requirements and specifications to be used by other staff
3. Coordinate with units within IT, including Web, Database, Accela, GIS, Report Writing, SharePoint, HelpDesk, Network Operations, Management
4. Coordinate and provide effective communications with Fire Department management and staff on IT projects, changes and needs.
5. Contact vendors; evaluate products; participate in Request for Proposals
6. Conduct and support proof of concept pilot projects, test and evaluate proposed technical solutions.
7. In coordination with IT team leaders, devise project plans including timeline and risks.
8. Ensure compliance with Information Technology policies and procedures.
9. Ensure compliance with Madison Fire Department policies and procedures.
10. Identify and recommend related budgetary information, including priorities.
11. Develop and deliver training, demos, educational presentations, and proposals.
12. Provide technical consultation and training to lower level staff
13. Prepare documentation

20% B. Provide Technology Support

1. Provide primary support for the Fire Department records management system and other Fire Department related technological solutions.
2. Develop and recommend technology policies and best practices.
3. Educate agency staff on technology usage and best practices
4. Coordinate the installation, implementation, or upgrade of application software, including operating system related software, and general PC applications with Fire and IT staff.

10% C. Provide Training

1. Identify technology related training needs within the Fire Department
2. Prepare training materials
3. Provide user training at training facilities, at fire stations, or using teleconferencing system.
4. Prepare computer-based training as required.
5. Schedule and coordinate training with appropriate Fire staff or others as identified by management.

10% D. Administrative Duties

1. Recommend/prepare annual technology budget items for capital and operating budgets
2. Coordinate open records requests related to Fire Department electronic data systems including Fire, EMS and Incidents.
3. Attend meetings
4. Record keeping

12. Primary knowledge, skills and abilities required:

Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships with internal staff and staff of other agencies. Ability to readily become familiar with specialized Fire and EMS systems and their needs. Ability to problem solve, apply logic, and perform process identification and systems thinking. Ability to analyze customer business needs/processes and translate them into automated system solutions. Ability to effectively participate in team efforts to improve/develop departmental programs and services. Ability to evaluate software and recommend purchase. Ability to exercise judgment and discretion in completing assigned tasks. Ability to determine customer needs and define the scope of projects. Ability to maintain adequate attendance. As new technologies emerge that impact our systems, Management Information Specialists are expected to learn and resolve any problems involved in integrating them within our systems.

Technical Skills needed: Diverse background in technology related skills including; MS SQL database experience and knowledge; strong knowledge of the Microsoft Office Suite of products including SharePoint Windows 7 desktop OS;; familiarity with teleconferencing equipment; integration and management of a variety of mobile devices (tablets, laptops, and smartphones); experience with wireless

network technologies; Experience with computer-based training software. Knowledge or experience with object-oriented and scripting languages such as T-SQL, .NET (VB or C#), a plus. Experience with Crystal Reports or SQL Reporting Services a plus. Experience with ImageTrend Emergency Data System a plus.

13. Special tools and equipment required:

14. Required licenses and/or registration:

15. Physical requirements:

Ability to lift 50 lbs.

16. Supervision received (level and type):

17. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.