



Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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### **Public Safety Systems Manager**

A Classified Supervisory Position  
Grade 200S – Salary Schedule 40

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#### **A. General Statement**

Responsible to the Vice Chancellor of Facilities Planning, Maintenance Operations and Public Safety and under the direct supervision of the Chief/Director of Public Safety, this is technical work at the professional level providing technical support services to ensure public safety support systems are accessible to and functioning as designed to fulfill the requirements of the Public Safety team. Under general direction, a Public Safety Systems Manager is responsible for overseeing the selection and implementation of systems, reprogramming and refining programming as needed to effectively support operational requirements, maintaining team member access credentials to support systems, ensuring adequate training and retraining is provided for team members to effectively utilize such systems and facilitate or provide technical assistance, as needed, to the Public Safety staff. A high degree of independent judgment and creativity are required to resolve many minor and major problems when they occur. Consequences of errors in judgment will be costly in loss of essential systems used to support public safety operations, staff and student productivity, safe working and learning environments and critical data to ensure efficient operations, particularly in terms of the safety and security of the District. Public contact is moderate to extensive, primarily with staff, and for the purpose of providing technical assistance and advice. The Public Safety Systems Manager can direct the work of student assistants and other staff as assigned. This position requires an individual with excellent scheduling abilities, a customer-service driven work ethic, good communication and organizational skills, and the ability to remain focused with little or no direct supervision.

Primary systems for which the systems manager is responsible include; intrusion/duress/AED alarm systems, computer-aided dispatch system (CAD), records management system (RMS), lost and found records system, DPS UHF radio system, permit-less parking system, employee ID card/access controls and alarm monitoring system (ACAMS), DPS mobile phone/parking citation system, emergency mass notification system (RAVE), all internal DPS software systems, work with ITS on video surveillance and hardline phone systems, and other systems to support the effective, safe and efficient operation of Department of Public Safety operations at College and District properties.

**All government employees are Disaster Service Workers as described in Section 3100 and 3109 of the CA Government Code. Public Safety duties during declared and undeclared emergencies will be assigned on a 24/7/365 basis**

#### **B. Duties & Responsibilities**

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of

duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Communicates effectively with staff at all levels throughout the Colleges and District Office regarding major technology initiatives
2. Provides technical services to the District on a variety of public safety support system needs; assists in the development of vendor RFPs, service agreements, and procurements
3. Participates in designing and planning, and administering the installation of, all new construction or renovations with regard to public safety support systems, ensuring consistent nomenclature and programming and to include recommendations for changes to existing systems
4. Investigates and troubleshoots problems with public safety support systems and develops plans for additional upgrades or improvements. Contacts vendor provided support when necessary and ensures that problems are resolved in a timely manner
5. Ensures systems are optimized, team members' access credentials are maintained, and systems are programmed appropriately to best support facilities operations
6. Monitors system licenses, service contracts, and support infrastructure, such as servers, operating systems and the like. Makes recommendations and oversees necessary replacements, upgrades, and reprogramming as needed
7. Serves as primary point of contact for vendors and contractors supporting and servicing facility support systems
8. Serves as primary contact with District Information Technology and Facilities staff on all public safety systems related matters
9. Provides extensive technical support and assistance to other staff; provides training as required to other staff and user personnel
10. Performs other duties as assigned

### **C. Requirements**

- A combination of education and experience equivalent to completion of a Bachelor's degree with a major related to administration of justice, computer science, information systems, or network technology
- Demonstrated cultural competence, sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff
- Possession of a California Driver's license (or the ability to obtain one) and the ability to drive throughout the District and to off-site locations

### **D. Physical/Other Requirements**

This classification requires sitting or standing for prolonged periods of time, dexterity of hands and fingers to operate a computer keyboard and mouse, the ability to lift and move objects up to 40 pounds; pulling, pushing, and reaching in order to perform the essential functions.

### **E. Knowledge, Skills & Abilities**

1. Skills/experience in using a wide range of diverse computer performance and monitoring tools to analyze performance issues and make appropriate recommendations
2. Skill in analyzing system problems and identifying and expediently resolving them
3. Ability to quickly learn new technical skills and to maintain currency of acquired technical skills
4. Skill in effectively training non-technical personnel in technical areas and subjects
5. Skill in written and oral communication
6. Skill in communicating efficiently and effectively with persons from varying academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds
7. Knowledge of materials, equipment, tools and terminology used in systems maintenance work
8. Knowledge of public safety systems controls and procedures

9. Skill in understanding and giving oral and written instructions and directions
10. Ability to prepare correspondence to outside agencies and vendors
11. Ability to keep/maintain work records in an organized manner
12. Ability to work independently under minimum supervision
13. Ability to prioritize jobs and develop schedules
14. Ability to maintain cooperative relationships with those contacted in the course of duty
15. Ability to drive public safety vehicles
16. Ability to interface with administrators, local, state, and federal inspectors
17. Ability to work from drawings, sketches, and blueprints
18. Ability to assess completed work for standard of quality

(10/2020)