

## 911 DataPath Staff Roles, Responsibilities, and Knowledge, Skills, and Abilities

One of the objectives identified by the 911 DataPath document *911 Data & Information Sharing: A Strategic Plan* was the following:

*3.1 Create and define a common list of roles and responsibilities as they apply to those who handle data (e.g., data owners, data custodians, data coordinators).*

As a part of the 911 DataPath pilot, several roles were identified to meet this objective. While this list will be refined and evolve as more deployments occur, this list will help those future deployments.

### 911 DataPath Management/Support Roles

The following pages contain job description samples for positions anticipated to be necessary for managing data at the local and repository level in the 911 DataPath environment:

- Data Owner/Source
- Data Custodian/Administrator
- Data User
- Data Analysis
- Data Systems Administrator
- Data Security Officer
- Data Privacy Officer
- Data Quality Officer

While these descriptions are developed as separate roles, these may be additional duties for current staff in most ECCs and regional or state organizations or even contracted out to a data-sharing organization or third-party vendor.

### 911 DataPath Role Descriptions

The roles within the 911 DataPath vary from traditional 911 roles in the PSAP and regional, and state organizations. During the pilot, the roles needed and information on those roles was developed with input from project team SMEs and pilot participants.

Using the Public Safety Telecommunicator Reclassification Toolkit as a guide, the following template and 911 Datapath roles descriptions were developed.

## 911 DataPath Job Description Template

### Title: Example Template

#### Job Summary:

##### Guidance

*A job summary should be concise and include an overview of the responsibilities. It should be engaging to the reader and catch their attention.*

##### Tips and Advice

*Chose a writing style that matches your organization. Wording that is too casual or too technical could provide the wrong perception of the culture of your organization.*

#### Job Responsibilities:

##### Guidance

*Be transparent about the responsibilities. List the essential tasks using bullet points to make it easier for the reader to understand. Try to “paint a picture” of what a typical day is like.*

##### Tips and Advice

*Begin each sentence with a verb in the present tense. Stay away from nonspecific descriptions, such as “once in a while.”*

#### Minimum Requirements

##### Guidance

*Specify the mandatory qualifications needed for the position. Explain if any licenses or certificates are required.*

#### Knowledge, Skills, and Abilities

##### Guidance

*Be clear about the knowledge and skills that you seek in a candidate. Additionally, describe the traits or attributes you would expect a candidate to display in that role.*

##### Tips and Advice

*Remember, knowledge and skills can be learned, whereas a trait is an innate ability. Take care with traits as they can be subjective in nature.*

#### Work Environment:

##### Guidance

*Take time to describe your work environment. Assume the candidate knows nothing about public safety. Be specific. Explain if this is a full-time or part-time position. Include information on the location, the nature of shift work, and any essential elements related to employment.*

##### Tips and Advice

*Including an address will help with your candidate pool and not target people who do not want to relocate.*

*Being clear about shift work can help discourage those unable to meet the demands of the schedule. Include any links to videos or social media where a person can learn more about the agency.*

**Physical Requirements:**

*Describe the physical requirements of the job.*

## 911 DataPath Roles and Descriptions

The following pages contain draft job descriptions for the 911 DataPath roles identified during the pilot.

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## Title: Data Owner/Source

### Job Summary:

The data owner/source is the agency or manager that is responsible for approving what data is shared in the data-sharing environment. This may include ownership of the data or only delivery of the data.

### Job Responsibilities:

- Identifies the data elements and source systems the agency will share
- Determines with who and how the data will be shared
- Oversees the systems and procedures for data sharing
- Acts as the owner of the shared data
- Usually has an oversight role of the local data

### Minimum Requirements

- High school diploma or GED
- Dependable, self-motivated, and team-oriented, with a desire to provide a service to the community
- Working knowledge of Windows-based software and various other computerized electronic, telecommunications equipment, including specialized software used by the agency (e.g., computer-aided dispatch [CAD], call-handling equipment [CHE])
- Flexibility to adapt to changes
- Have great attention to detail and empathy towards the customers' needs and concerns
- Must be able to adapt and function, without reservation, in high-stress situations
- Must pass a background investigation that meets all local, state, and federal requirements as well as be without felony convictions
- Must be able to perform essential job functions (reasonable accommodation may be made case-by-case)
- Must have never committed, been involved in, or been convicted of a felony or serious misdemeanor
- Subject to call back and hold over to address system issues
- This position is designated as essential and must report to work during times when the government/agency is closed
- Must be able to obtain and maintain the following licenses and certifications within a given time frame:
  - Criminal Justice Information Services (CJIS) Security Training

### Knowledge, Skills, and Abilities

- Able to use logic, critical thinking, and reasoning to reach conclusions and solve problems
- Adhere to policy and procedure requirements that are stringent, rigorous, and unwavering, including confidentiality of information and trustworthiness while dealing with sensitive information
- Communicate clearly, concisely, and effectively; relay details accurately; listen actively; think and act quickly
- Establish and maintain cooperative and professional working relationships with co-workers, supervisors, representatives from other departments, and other emergency services agencies
- Follow instructions, spell correctly, and write clearly
- Maintain regular, reliable, and punctual attendance
- Operate computer systems with specialized software and enter data via keyboard and software with speed and accuracy
- Organize and prioritize work to meet deadlines and accomplish tasks
- Use judgment and decision-making skills to rapidly evaluate situations, establish priorities, resolve matters, and pass on information, as needed

- Relentless problem solver

**Work Environment:**

Work is performed in a public safety environment. The work is performed in an office setting and occasionally computer server rooms. The work level can fluctuate from minimal to fast-paced and high volume. This role may be asked to work scheduled shifts, generally regular business hours, but may be required to work at any time of the day and on weekends and holidays as well as on call.

**Physical Requirements:**

This work is sedentary and requires little to no exertion of force. Work regularly requires speaking or hearing and frequently sitting, using hands to finger, handle, or feel, reaching with hands and arms and repetitive motions. Work requires close vision, distance vision, ability to adjust focus, depth perception, and peripheral vision. Communication is required for expressing or exchanging ideas by means of the spoken and written word. Work requires preparing and analyzing written or computer data. Work requires exposure to loud noises and stressful environments. Work is generally indoors and in a moderately noisy location surrounded by others talking on the phone or radio.

## Title: Data Custodian/Administrator

### Job Summary:

The data custodian/administrator is responsible for the management of the systems used to receive, store, merge, and analyze the data. In many cases, if the other roles are not defined, the administrator may be required to also take on those roles.

### Job Responsibilities:

- Identifies the data elements and source systems of the data received that the data environment will further share
- Determines with who and how the data will be shared
- Oversees the systems and procedures for data sharing
- Acts as the custodian of the shared data of other data owners
- Manages the systems and interfaces of the data-sharing environment
- Identifies and resolves data formatting and conflicts

### Minimum Requirements

- High school diploma or GED
- Dependable, self-motivated, and team-oriented, with a desire to provide a service to the community
- Working knowledge of Windows-based software and various other computerized electronic, telecommunications equipment, including specialized software used by the agency (e.g., computer-aided dispatch [CAD], call-handling equipment [CHE])
- Flexibility to adapt to changes
- Have great attention to detail and empathy towards the customers' needs and concerns
- Must be able to adapt and function, without reservation, in high-stress situations
- Must pass a background investigation that meets all local, state, and federal requirements as well as be without felony convictions
- Must be able to perform essential job functions (reasonable accommodation may be made case-by-case)
- Must have never committed, been involved in, or been convicted of a felony or serious misdemeanor
- Subject to call back and hold over to resolve issues
- This position is designated as essential and must report to work during times when the government/agency is closed
- Must be able to obtain and maintain the following licenses and certifications within a given time frame:
  - Criminal Justice Information Services (CJIS) Security Training
  - Specialized software administrator training
  - Database administrator training

### Knowledge, Skills, and Abilities

- Able to use logic, critical thinking, and reasoning to reach conclusions and solve problems
- Able to operate specialized software used in the data-sharing environment
- Knowledge of database structures and search tools
- Ability to troubleshoot complex issues between integrated systems
- Adhere to policy and procedure requirements that are stringent, rigorous, and unwavering, including confidentiality of information and trustworthiness while dealing with sensitive information
- Communicate clearly, concisely, and effectively; relay details accurately; listen actively; think and act quickly
- Compile and analyze operational data and prepare and maintain accurate records

- Establish and maintain cooperative and professional working relationships with co-workers, supervisors, representatives from other departments, and other emergency services agencies
- Follow instructions, spell correctly, and write clearly
- Maintain regular, reliable, and punctual attendance
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## Title: Data User

*There may be multiple levels of user from those with access to the raw data to those with only access to reports. If the data is to be shared with third parties such as academic, state, national, media organizations, a third-party user should be defined. It may be useful to define each type of specific user and add the limits of the user's ability to access, use, or disseminate the information. It is important to define what each type of user can see and do with the data.*

### **Job Summary:**

The data user will receive raw and interpreted data from the 911 DataPath environment to apply to the agency or function that the user works in daily. The user applies the information gathered to improve the operations, policies, procedures, or outcomes of the agency.

### **Job Responsibilities:**

- Accesses data following policies and procedures
- Uses data following policies and procedures
- Safeguards data in their possession regardless of the location or system
- Reports any data issues to the administrator immediately

### **Minimum Requirements**

- High school diploma or GED
- Dependable, self-motivated, and team-oriented, with a desire to provide a service to the community
- Working knowledge of Windows-based software and various other computerized electronic, telecommunications equipment, and specialized software
- Flexibility to adapt to changes
- Have great attention to detail and empathy towards the customers' needs and concerns
- Must be able to adapt and function, without reservation, in high-stress situations
- Must pass a background investigation that meets all local, state, and federal requirements as well as be without felony convictions
- Must be able to perform essential job functions (reasonable accommodation may be made on case-by-case)
- Must have never committed, been involved in, or been convicted of a felony or serious misdemeanor
- May be required to work on a rotating schedule, including nights, weekends, and holidays to ensure 24/7 coverage
- Subject to call back and hold over to maintain minimum staffing 24/7
- This position is designated as essential and must report to work during times when the government/agency is closed
- Must be able to obtain and maintain the following licenses and certifications within a given time frame:
  - Criminal Justice Information Services (CJIS) Security Training

### **Knowledge, Skills, and Abilities**

- Able to use logic, critical thinking, and reasoning to reach conclusions and solve problems
- Adhere to policy and procedure requirements that are stringent, rigorous, and unwavering, including confidentiality of information and trustworthiness while dealing with sensitive information
- Communicate clearly, concisely, and effectively; relay details accurately; listen actively; think and act quickly
- Compile and analyze operational data and prepare and maintain accurate records

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- Relentless problem solver

**Work Environment:**

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**Physical Requirements:**

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## Title: Data Analyst

### Job Summary:

The data analyst takes raw data from the 911 DataPath environment and other available sources and prepares an analysis of the data using mathematical and statistical analysis and various toolsets. The analyst documents the data used, assumptions, and methods used to conduct the analysis.

### Job Responsibilities:

- Accesses 911 DataPath data in accordance with the policies and procedures of the data sources
- Identifies and accesses other data sources relevant to the inquiry
- Safeguards the accessed data and the results as well as the interim step data
- Prepares reports using scientific methods to analyze available and gathered data
- Presents findings to required stakeholders

### Minimum Requirements

- Bachelor's degree in data analytics, statistics, mathematics, or related degree
- Dependable, self-motivated, and team-oriented, with a desire to provide a service to the community
- Working knowledge of Windows-based software and various other computerized electronic, telecommunications equipment, and specialized software
- Flexibility to adapt to changes
- Have great attention to detail and empathy towards the customers' needs and concerns
- Must be able to adapt and function, without reservation, in high-stress situations
- Must pass a background investigation that meets all local, state, and federal requirements as well as be without felony convictions
- Must be able to perform essential job functions (reasonable accommodation may be made case-by-case)
- Must have never committed, been involved in, or been convicted of a felony or serious misdemeanor
- Subject to call back and hold over to maintain minimum staffing 24/7
- This position is designated as essential and must report to work during times when the government/agency is closed
- Must be able to obtain and maintain the following licenses and certifications within a given time frame:
  - Criminal Justice Information Services (CJIS) Security Training
  - Certification with database and specialized software (if available)
  - Certification in data analysis such as:
    - CompTIA Data+

### Knowledge, Skills, and Abilities

- Able to use logic, critical thinking, and reasoning to reach conclusions and solve problems
- Adhere to policy and procedure requirements that are stringent, rigorous, and unwavering, including confidentiality of information and trustworthiness while dealing with sensitive information
- Communicate clearly, concisely, and effectively; relay details accurately; listen actively; think and act quickly
- Compile and analyze operational data and prepare and maintain accurate records
- Establish and maintain cooperative and professional working relationships with co-workers, supervisors, representatives from other departments, and other emergency services agencies
- Follow instructions, spell correctly, and write clearly
- Maintain regular, reliable, and punctual attendance

- Operate computer systems with specialized software and enter data via keyboard and software with speed and accuracy
- Knowledge of database structures including relational and data pool formats
- Ability to format queries to databases
- Ability to analyze data from various sources
- Ability to identify data sources and elements that are related and comparable
- Ability to document the analysis to include data sources, quality, assumptions, results, and what they mean
- Organize and prioritize work to meet deadlines and accomplish tasks
- Use judgment and decision-making skills to rapidly evaluate situations, establish priorities, resolve matters, and pass on information, as needed
- Relentless problem solver

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## Title: Data Systems Administrator

*This role may be combined with the Data Administrator or have multiple IT staff take this role on as additional duties.*

### Job Summary:

This role installs, maintains, and monitors the hardware and networks that are used for the 911 DataPath environment. They are responsible for configuring and patching all systems used.

### Job Responsibilities:

- Installs hardware and networking appliances
- Maintains hardware and networking appliances to include patching and configuration management
- Documents all activities performed
- Maintains backup files for configurations, operating systems, and data as required
- Generates and resolves issue tickets.

### Minimum Requirements

- High school diploma or GED
- Dependable, self-motivated, and team-oriented, with a desire to provide a service to the community
- Working knowledge of Windows-based software and various other computerized electronic, telecommunications equipment, and specialized software
- Flexibility to adapt to changes
- Have great attention to detail and empathy towards the customers' needs and concerns
- Must be able to adapt and function, without reservation, in high-stress situations
- Must pass a background investigation that meets all local, state, and federal requirements as well as be without felony convictions
- Must be able to perform essential job functions (reasonable accommodation may be made case-by-case)
- Must have never committed, been involved in, or been convicted of a felony or serious misdemeanor
- Subject to call back and hold over to maintain minimum staffing 24/7
- This position is designated as essential and must report to work during times when the government/agency is closed
- Must be able to obtain and maintain the following licenses and certifications within a given time frame:
  - Criminal Justice Information Services (CJIS) Security Training
  - Certification hardware or networking such as:
    - CompTIA A+
    - CompTIA Server+
    - CompTIA Network+
    - CCNA

### Knowledge, Skills, and Abilities

- Knowledge of hardware and networking systems
- Knowledge of IT practices
- Ability to install, maintain, and decommission hardware and networking appliances
- Ability to patch hardware
- Ability to develop and implement back out plans for patching and configuration changes
- Able to use logic, critical thinking, and reasoning to reach conclusions and solve problems

- Adhere to policy and procedure requirements that are stringent, rigorous, and unwavering, including confidentiality of information and trustworthiness while dealing with sensitive information
- Communicate clearly, concisely, and effectively; relay details accurately; listen actively; think and act quickly
- Compile and analyze operational data and prepare and maintain accurate records
- Establish and maintain cooperative and professional working relationships with co-workers, supervisors, representatives from other departments, and other emergency services agencies
- Follow instructions, spell correctly, and write clearly
- Maintain regular, reliable, and punctual attendance
- Operate computer systems with specialized software and enter data via keyboard and software with speed and accuracy
- Organize and prioritize work to meet deadlines and accomplish tasks
- Use judgment and decision-making skills to rapidly evaluate situations, establish priorities, resolve matters, and pass on information, as needed
- Relentless problem solver

**Work Environment:**

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**Physical Requirements:**

Work regularly requires speaking or hearing and frequently sitting, using hands to finger, handle, or feel, reaching with hands and arms and repetitive motions. This work requires bending, leaning, and accessing small or tight spaces. This work may require lifting and holding up to 50 pounds. Work requires close vision, distance vision, ability to adjust focus, depth perception, and peripheral vision. Communication is required for expressing or exchanging ideas by means of the spoken and written word. Work requires exposure to loud noises and stressful environments. Work is generally indoors in an office but also in climate-controlled data rooms that are kept at a colder temperature and higher noise levels.

## Title: Data Security Officer

### Job Summary:

The data security officer is responsible for the security of the data in motion and at rest. The data security officer develops, trains, tests, and enforces security policies and procedures.

### Job Responsibilities:

- Prepares security policies and procedures
- Enforces security policies and procedures
- Advises the governance authority on security of the data and systems
- Investigates incidents that may impact the data or system
- Develops and exercises continuity of operations plans
- Develops and exercises cyber security restoration plans

### Minimum Requirements

- Bachelor's degree in information technology (IT) or cybersecurity or related degree
- Five years of progressive roles in IT and/or cybersecurity
- Minimum of five years in cybersecurity leadership role
- Dependable, self-motivated, and team-oriented, with a desire to provide a service to the community
- Working knowledge of Windows-based software and various other computerized electronic, telecommunications equipment
- Flexibility to adapt to changes
- Have great attention to detail and empathy towards the customers' needs and concerns
- Must be able to adapt and function, without reservation, in high-stress situations
- Must pass a background investigation that meets all local, state, and federal requirements as well as be without felony convictions
- Must be able to perform essential job functions (reasonable accommodation may be made case-by-case)
- Must have never committed, been involved in, or been convicted of a felony or serious misdemeanor
- Subject to call back and hold over to respond to issues
- This position is designated as essential and must report to work during times when the government/agency is closed
- Must be able to obtain and maintain the following licenses and certifications within a given time frame:
  - Criminal Justice Information Services (CJIS) Security Training
  - Certification in IT security such as:
    - CompTIA Security+
    - CompTIA CASP+
    - ISACA Certified Information Security Manager (CISM)
    - ISACA Certified Information Systems Auditor (CISA)

### Knowledge, Skills, and Abilities

- Knowledge of cybersecurity practices
- Ability to implement cybersecurity and physical security practices
- Ability to investigate and document investigations
- Able to use logic, critical thinking, and reasoning to reach conclusions and solve problem
- Adhere to policy and procedure requirements that are stringent, rigorous, and unwavering, including confidentiality of information and trustworthiness while dealing with sensitive information

- Communicate clearly, concisely, and effectively; relay details accurately; listen actively; think and act quickly
- Compile and analyze operational data and prepare and maintain accurate records
- Establish and maintain cooperative and professional working relationships with co-workers, supervisors, representatives from other departments, and other emergency services agencies
- Follow instructions, spell correctly, and write clearly
- Maintain regular, reliable, and punctual attendance
- Operate computer systems with specialized software and enter data via keyboard and software with speed and accuracy
- Organize and prioritize work to meet deadlines and accomplish tasks
- Use judgment and decision-making skills to rapidly evaluate situations, establish priorities, resolve matters, and pass on information, as needed
- Relentless problem solver

**Work Environment:**

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**Physical Requirements:**

This work is sedentary and requires little to no exertion of force. Work regularly requires speaking or hearing and frequently sitting, using hands to finger, handle, or feel, reaching with hands and arms and repetitive motions. Work requires close vision, distance vision, ability to adjust focus, depth perception, and peripheral vision. Communication is required for expressing or exchanging ideas by means of the spoken and written word. Work requires preparing and analyzing written or computer data. Work requires exposure to loud noises and stressful environments. Work is generally indoors and in a moderately noisy location surrounded by others talking on the phone or radio.



## Title: Data Privacy Officer

### Job Summary:

Some states require a privacy officer. This may be an already appointed role in the agency, or a new role for data sharing. The data privacy officer develops, trains, tests, and enforces privacy policies and procedures.

### Job Responsibilities:

- Develops policies and procedures for data privacy
- Enforces data privacy policies and procedures
- Advises the governance authority on data privacy matters
- Investigates incidents that may impact data privacy
- Acts as the clearinghouse for requests for data, analysis, and information that is in the custody of the agency

### Minimum Requirements

- Bachelor's degree in information technology (IT) or data protection, or related degree.
- Five years of progressive roles in IT and data privacy
- Dependable, self-motivated, and team-oriented, with a desire to provide a service to the community
- Working knowledge of Windows-based software and various other computerized electronic, telecommunications equipment
- Flexibility to adapt to changes
- Have great attention to detail and empathy towards the customers' needs and concerns
- Must be able to adapt and function, without reservation, in high-stress situations
- Must pass a background investigation that meets all local, state, and federal requirements as well as be without felony convictions
- Must be able to perform essential job functions (reasonable accommodation may be made case-by-case)
- Must have never committed, been involved in, or been convicted of a felony or serious misdemeanor
- This position is designated as essential and must report to work during times when the government/agency is closed
- Must be able to obtain and maintain the following licenses and certifications within a given time frame:
  - Criminal Justice Information Services (CJIS) Security Training
  - Data Privacy certification (if available)

### Knowledge, Skills, and Abilities.

- Knowledge of local, state, and federal privacy laws and rules
- Able to use logic, critical thinking, and reasoning to reach conclusions and solve problems
- Adhere to policy and procedure requirements that are stringent, rigorous, and unwavering, including confidentiality of information and trustworthiness while dealing with sensitive information
- Communicate clearly, concisely, and effectively; relay details accurately; listen actively; think and act quickly
- Establish and maintain cooperative and professional working relationships with co-workers, supervisors, representatives from other departments, and other emergency services agencies
- Follow instructions, spell correctly, and write clearly
- Maintain regular, reliable, and punctual attendance
- Operate computer systems with specialized software and enter data via keyboard and software with speed and accuracy

- Organize and prioritize work to meet deadlines and accomplish task
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## Title: Data Quality Officer

### Job Summary:

The data quality officer develops, trains, tests, and enforces data quality policies and procedures.

### Job Responsibilities:

- Develops policies and procedures for data quality
- Enforces data quality policies and procedures
- Advises the governance authority on data quality matters
- Investigates incidents that may impact data quality
- Acts as the arbiter between agencies on data quality matters

### Minimum Requirements

- Bachelor's degree in information technology (IT) or data quality training, or related degree or study
- Three years of progressive roles in IT with a focus on data and data quality
- Dependable, self-motivated, and team-oriented, with a desire to provide a service to the community
- Working knowledge of Windows-based software and various other computerized electronic, telecommunications equipment
- Flexibility to adapt to changes
- Have great attention to detail and empathy towards the customers' needs and concerns
- Must be able to adapt and function, without reservation, in high-stress situations
- Must pass a background investigation that meets all local, state, and federal requirements as well as be without felony convictions
- Must be able to perform essential job functions (reasonable accommodation may be made case-by-case)
- Must have never committed, been involved in, or been convicted of a felony or serious misdemeanor
- This position is designated as essential and must report to work during times when the government/agency is closed
- Must be able to obtain and maintain the following licenses and certifications within a given time frame:
  - Criminal Justice Information Services (CJIS) Security Training
  - Certification in data quality (if available)

### Knowledge, Skills, and Abilities

- Knowledge of data quality standards
- Able to use logic, critical thinking, and reasoning to reach conclusions and solve problems
- Adhere to policy and procedure requirements that are stringent, rigorous, and unwavering, including confidentiality of information and trustworthiness while dealing with sensitive information
- Communicate clearly, concisely, and effectively; relay details accurately; listen actively; think and act quickly
- Compile and analyze operational data and prepare and maintain accurate records
- Establish and maintain cooperative and professional working relationships with co-workers, supervisors, representatives from other departments, and other emergency services agencies
- Follow instructions, spell correctly, and write clearly
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