



HUMAN RESOURCES



Email: acsojobs@adaweb.net
Fax: 208-577-3559
www.adasheriff.org

Ada County Sheriff's Office
7200 Barrister Drive
Boise, Idaho 83704

APPLICATION ADMINISTRATOR (OPERATIONAL I)

HIRING WAGE: \$22.00-\$23.00/hr., DOE

STATUS: Full Time with Benefits

CLOSING DATE: JULY 29, 2021

APPLICATION MATERIALS: Apply online at www.adasheriff.org/careers

GENERAL SUMMARY

Provides operational and workflow expertise, and helps with administration of the Ada County Emergency Communications data systems used by the 9-1-1 Dispatch Center and first responders in all law, fire, and EMS agencies within Ada County. Some administrators will be responsible to administer and maintain both the Jail and Records Management systems used by the Ada County Sheriff's Office and outside partner agencies.

ESSENTIAL FUNCTIONS

- Administers Ada County Sheriff's Office applications and database systems as assigned to include setting authority for access rights and maintaining control tables or coordinating these functions with others;
- Writes system and user documentation, including policies and procedures;
- Troubleshoots system problems, works with Technical Application Admins and vendors to provide solutions, and/or provides end-users with feedback on training opportunities.
- Serves as point of contact for Ada County Sheriff's Office and external public safety personnel to resolve inquiries, operational system issues and improvement requests;
- Provides solutions/advice and training to end-users;
- Develops and participates in test plans to verify upgrades, patches, and new releases prior to and after implementation into production;
- Follows change and configuration management procedures;
- Develops and maintains issue tracking logs, priority lists, and status documents;
- Performs other related duties as needed or directed;

JOB REQUIREMENTS

- Bachelor's degree in a business-related field or equivalent combination of education and experience;
- Strong Business Analysis experience
- Experience working with Ada County's Computer Aided Dispatch and Mobile System, RMS, JMS or a similar public safety system;
- Understanding of software and business requirements of Ada County's Sheriff's Office or similar Public Safety agencies and end-users;
- Understanding of the workflow of complex processes for first responders;
- Demonstrated ability to be the subject matter expert in supporting, making recommendations for improvements, and training Ada County's Emergency Communications first responders and/or RMS/JMS users;

- Excellent customer service skills;
- Excellent problem solving and analytical skills in order to critically evaluate the information gathered from multiple sources;
- Ability to follow written and verbal instructions and present ideas logically and effectively;
- Excellent verbal and written communication skills;
- Ability to interface with technical and non-technical staff at all levels of the organization;
- Excellent attention to detail;
- Understanding of business functions related to Ada County's Computer Aided Dispatch and Mobile System, Records Management or Jail Management System;
- Ability to work through ambiguous situations and software issues;
- Ability to work professionally and interface with the County's chosen vendors;

OTHER REQUIREMENTS

- Must appear before an oral board and complete a polygraph and background check prior to hire;
- This position is required to be on-call in order to perform the primary job responsibilities;
- This position has been designated safety sensitive and therefore the incumbent is subject to random drug testing.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work is performed primarily in an office environment and the employee in this class is subject to inside environmental conditions;
- Requires sitting at a desk for long periods of time, up to 8 hours and ability to lift up to 20 lbs.

NOTE

Preference in appointment will be given to eligible veterans. To claim veterans' preference, please refer to <https://adasheriff.org/Careers/Veterans-Preference>.

****The policy of the Sheriff's Office is to hire applicants who do not smoke or use simulated smoking products. Applicants must have not used the following for at least three (3) months prior to applying; cigarettes, e-cigarettes, vaporizers, cigars, pipes, hookah, or cloves. The use of smokeless tobacco and snuff is excluded from this policy.*

If you are selected for the position, social media searches will be conducted as part of the pre-employment background investigation.

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