

911 GIS Analyst

Summary

The City of Covington is currently accepting applications for a **911 GIS Analyst** in the **911 Communications Department** with a starting hourly rate of **\$33.76** and up depending upon qualifications.

Qualified applicants must download a Public Safety Application packet at www.cityofcovington.org or may apply in person at the Covington City Hall, 2194 Emory Street, Covington, Georgia 30014. This position will remain open until **4:00pm on Wednesday July 1, 2026**. The City of Covington is an Equal Opportunity Employer.

DEFINITION

The purpose of this classification is to assist with the administration of the NG911 Geographical Information Systems (GIS) for the E911 Communications Center. This position will maintain and validate GIS data to meet both the NENA Standard for NG9-1-1 and the Georgia Geospatial Data Standards and Best Practices for NG9-1

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs system administration and operational support for CAD system and related databases; enters, audits, corrects, and/or updates County Road, police, fire and other data for use with 911 CAD system; backs up and restores data as needed; installs technical updates; monitors and reports on system usage; and maintains related documentation.
- Collaborates with other County departments, cities within Cobb County, and outside agencies to ensure accuracy of information and provide training in GIS, GPS, and CAD software utilization assists with the training of new dispatchers; and attends conferences and training sessions to obtain and maintain current knowledge of trends and developments in the field.
- Provides CAD system user support troubleshoots end-user problems; responds to requests for assistance; identifies and resolves problems to restore service to user in a timely and efficient manner; escalates problems to vendors or other personnel as appropriate; and ensures that computer equipment and operations are in compliance with applicable policies, procedures, and rules.
- Conducts research of GIS issues: examines hardcopy and digital plat maps and annexation records; conducts field investigations to obtain on-site verification; confers with County and city agencies regarding address discrepancies; and updates changes to the Master Street Address Guide (MSAG).
- Ensures the proper functionality of E911 Center systems and related components conducts routine checks of weather application, the bank tracking computer, phone system, AV television systems, connections to County network, and other items to ensure proper working order; troubleshoots and resolves issues; and addresses problems caused by power outages and other events.
- Coordinates implementation of current and new CAD system components including 911 phone

system, multiple AV(Audio and Visual) systems, and weather radar software: serves as a liaison between end-users and vendors; attends meetings and ascertains needs and requirements; maintains awareness of and makes recommendations regarding CAD system functionality improvements, upgrades and acquisitions; coordinates system requirement process and change control requests; consults with vendors on system compatibilities; and installs software and hardware as needed.

Performs other related duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

(A) High School Diploma or GED required, supplemented by vocational or technical training in geographic information systems, computer aided dispatch, communications systems or related field; supplemented by one year of experience in a related field; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills, and abilities for this job.

(B) Experience working with ArcGIS products.

Necessary Knowledge, Skills and Abilities:

- Considerable knowledge of the methods and operation of computer equipment, and information processing.
- Adequate interpersonal and organizational skills Team player with customer service orientation
- Good knowledge of internet security and data privacy principles
- Ability to train users of information system in the operation of the computer, the preparation of input data, and in verifying and correcting output.
- Familiar with telephone and data cables wiring, circuits, digital computers, IP Phones, servers, optical fiber, security cameras, firewalls and all related systems and devices.
- Considerable knowledge of software applications, installation and maintenance.
- Skill in the operation of personal computer using MSDOS, WINDOWS (3. *, 95, NT) and or UNIX Systems.
- Ability to operate a keyboard for data entry on a computer.
- Ability to understand and follow complex oral and written instructions.
- Ability to plan work so as to accomplish timely and accurate results.
- Ability to sit (more than 70% of time) in chair with back and operate keyboard.
- Ability to flex fingers (more than 70% of time) in order to operate keyboard.

SPECIAL REQUIREMENTS

Valid State driver's license Class C. Good driving record for last 3 years.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to operate, finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds. Climb ladders. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

The noise level in the work environment is usually moderately quiet.

The City of Covington is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.