

911 MSAG ANALYST

Job Code	Pay Grade
10878	CL14

Nature of Work

This is complex technical and analytical work involving the correlation and maintenance of various computer files in the 911, Emergency Service Listing (ESL) and Regional 911 Department (R911) database systems. An employee in this class interprets incoming documents from a variety of sources, conducts visual verification from maps and/or computer files, and updates the databases as necessary. The position serves as a link between the Geo Base Data, 911 Dispatch data, United States Postal data, Municipality data, and the telephone company's Master Street Addressing Guide (MSAG) database. Incumbent works with limited supervision and must demonstrate a high degree of initiative and individual judgment. The position reports directly to higher level management.

Minimum Qualification Requirements

- 4 years experience in GIS and MSAG related activities, including automated mapping and structural programming, automated office information systems, data processing, word processing, or related field; or
- Associate's degree in information technology, finance, accounting, business, or general education that includes some basic computer courses and training and 2 years of experience as described above; or
- An equivalent combination of education, training, and/or experience.
- Must obtain, and maintain a Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 3 - CJIS Security & Awareness Certification within 6 months of appointment.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Verifies and updates the geographic base file using computer printouts, and by interpretation of boundary, traffic, and fire maps, annexations, new subdivisions, street atlas maps, etc.
- Edits and updates and maintains the ESL files for more than 35 telephone companies in Pinellas County in order to provide timely and accurate information to the Regional 911 Center.
- Receives Data and map Corrections from the Communication Center on a daily basis for research and correction.
- Verifies, edits, and updates databases for seven wireless providers, using their Call Routing Sheets and Site Maps.
- Acts as a representative for Pinellas County Regional 911 at the Florida E911 Database Group Meetings.
- Attends meetings with representatives from surrounding 5 counties to discuss progress of NexGen911, disaster recovery and various topics pertaining to 911. Acts as backup to the Regional 911 management.
- Interacts extensively with other county agencies verifying addresses, locations, and other geographical data.
- Trains and evaluates the performance backup staff.
- Edits and updates Master Street Address Guide (MSAG) in Intrado's 911Net via internet connection. This includes updates for changes to existing addresses, new construction such as subdivisions, town homes, apartment complexes and individual address.
- Performs related work as assigned or required.

911 MSAG ANALYST (continued)

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Knowledge, Skills, and Abilities

- Knowledge of geographic layout of Pinellas County.
- Knowledge of office practices, procedures, and equipment.
- Knowledge of MSAG practices and procedures and database.
- Knowledge of GIS applications and software.
- Skill in data input accurately at a reasonable rate of speed.
- Ability to apply basic computer applications and software.
- Ability to read and interpret maps or plats and read legal descriptions.
- Ability to interpret State and Federal laws, rules, regulations and guidelines of the E911 system and to update existing database files consistent with the NENA standards.
- Ability to understand and follow complex oral and written instructions.
- Ability to provide information correctly and concisely, orally and in writing.
- Ability to perform detailed, accurate work in a timely manner.
- Ability to utilize application software and utilities to perform analyses, generate reports, sort and categorize data, etc.
- Ability to plan, organize and supervise employees.

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Created	EEOC Code	Overtime Code
5/15	Technicians	Classified