CIS Department
CIS Director
133
Grade AE-10

Asst CIS Director/CHR Oper Off
2078
Grade EC-9

Telecom & System Services Mgr
5320
Grade EC-9

Customer Relationship Manager
988
Grade EC-8

Information Systems Manager
405
Grade EC-9

Telephony Administrator
986
Grade EC-8

Customer Service Rep II
3066
Grade H

Customer Service Rep II
3067
Grade H

Communications Tech III
835
Grade L

Systems Administrator
983
Grade EC-8

Network Administrator
985
Grade EC-8

Customer Service Rep I
146
Grade G

Customer Service Rep I
148
Grade G

Communications Tech III
5137
Grade L

Physical Security Administrator
0
Grade EC-8
CREATE

Radio System Administrator
5319
Grade EC-8
ABOLISH

Customer Service Rep I
940
Grade G

Customer Service Rep I
1023
Grade G

Communications Tech III
5147
Grade L

Operation Supp. Specialist II
5294
Grade H

Knowledgebase/Multi-Media Coordinator
0
Grade J
CREATE

Communications Tech III
5212
Grade L

Communications Tech II
2086
Grade J
ABOLISH

Communications Tech III
5295
Grade L

Systems Engineer
4077
Grade EC-9

Senior Systems Analyst
130
Grade EC-8

Senior Systems Analyst
5160
Grade EC-8

Senior Systems Analyst
5004
Grade EC-8

Database Administrator
5161
Grade EC-8

GIS Manager
2090
Grade EC-9

Software Developer
3068
Grade EC-7

Business Manager
987
Grade EC-7

POSITION DESCRIPTION

Title: Customer Relationship Manager

Department: Communications & Information Systems

Job Analysis: April 2005, Revised Dec 2006, Revised Oct 2011, Sept 2018

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Assistant CIS Director or CIS Director as determined by current requirements and defined by current Organizational Chart.

Subordinate Staff: Customer Service Representatives, Knowledgebase/Multi-Media Coordinator

Internal Contacts: Commissioners, County Administrator, Department Heads, All Other County Staff

External Contacts: Vendors, Representatives from other Agencies, & the Public

Status: Classified/Exempt (EC-8)

Job Summary

Provides coordination and overall direction of customer service initiatives for the Baldwin County Commission. This individual is responsible for managing the Call Center, supervising Customer Service Representatives, coordinating web based service delivery, coordinating training programs related to customer service, developing customer focused services, and marketing those services. This individual must be able to work independently; exercise sound business judgment in the performance of duties; and communicate well with other employees, general public, and elected officials.

Job Domains

A. Customer Relationship Management

1. Coordinate and implement customer-based initiatives that will impact the perception of government in a positive manner.
2. Develop and foster relationships with internal and external customers that will enhance services.

Approved 11/15/2011 BC Commission Meeting
For Approval at the 09/18/2018 BC Commission Meeting

3. Coordinate with all Departments and Agencies served to understand services being provided and develop or enhance the delivery of those services.
4. Develop and implement plans for delivery of services via Call Center, Website, and face to face.
5. Conduct internal and public surveys to determine customer satisfaction and strategic direction.
6. Coordinate and/or conduct training of County staff on customer service related areas and initiatives.
7. Implement technology where appropriate to enhance service delivery and accountability.
8. Develop and maintain a strategic plan for continued improvement of customer service.

B. Call Center Management

1. Develop and implement procedures to ensure the efficient operation of the Call Center, while ensuring compliance with Laws and Commission Policy.
2. Supervise and schedule staff to ensure the delivery of superior customer service.
3. Prepare call statistics, orders closed, orders open, and other reports to encourage accountability and customer service.
4. Establish measurement tools to measure, monitor, and evaluate CSR performance to assure quality of service, professionalism, and courtesy. Identify actions that can improve call quality and customer satisfaction.
5. Develop and implement marketing & branding initiatives to promote the use of the Call Center.
6. Implement technology where appropriate to enhance service delivery and accountability.
7. Coordinate and manage the Emergency Operations Call Center.

C. Project Management

1. Develop project implementation plans and budget as required.
2. Coordinate internal and external resources during implementation of project with emphasis on keeping project on schedule and within budget.
3. Develop reports and presentations.

D. Supervisory

1. Perform daily supervisor duties for all subordinates.
2. Establish and communicate priorities and timelines with subordinates.
3. Hold regular meetings with subordinates to ensure effective communication of policies and mission.

Knowledge, Skills, and Abilities

1. Thorough knowledge of inbound call center management.
2. Thorough knowledge of public relations principles.
3. Thorough knowledge of marketing principles and techniques.
4. Thorough knowledge related to the customer services being provided by the Call Center.

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For Approval at the 09/18/2018 BC Commission Meeting

5. Thorough knowledge of the laws, ordinances, regulations, and policies governing the services being delivered
6. Good knowledge of the overall County Organization, Departmental and Agency missions & duties, County facts, etc. in order to provide a high level of customer service to those served.
7. Good knowledge of project management principles, including budgeting.
8. Good knowledge of communications and information technology as relates to the call center and customer service.
9. Good knowledge of office productivity software (word processing, spreadsheet, database).
10. Good knowledge of desktop computer systems and computer peripheral equipment.
11. Ability to plan and organize work in order to set priorities and meet deadlines.
12. Ability to interpret complex matters and respond to questions at a layman's level of understanding.
13. Ability to communicate effectively, both orally and in writing.
14. Ability to meet and deal effectively with public officials, community groups, media, and the general public.
15. Ability to speak with a clear, well-modulated voice and to use proper grammar.
16. Ability to deal with all personal & telephone contacts in a tactful & courteous manner and to quickly convey concise & accurate information.
17. Ability to establish and maintain effective working relationships with department heads, elected officials, other employees, vendors, and the general public.

Other Characteristics

1. Must be willing to travel and stay overnight as required.
2. Must be willing to work nonstandard hours, including weekends and overtime.
3. Must be willing to attend additional training, skills development, and other self improvement courses.

Minimum Qualifications

1. Should possess a Bachelor's degree from a recognized college or university in Communications, Marketing, Public Relations, or a closely related field. Or a combination of education and experience equivalent to these requirements.
2. Should have a minimum of two (2) years' experience managing an inbound Call Center or other related area that would demonstrate the capability to perform the duties required of this position.

Certifications

The below certifications must be obtained within 2 years of the job description being approved for employees currently in this position or 2 years from beginning of employment for employees new to this position.

1. IS 100- Introduction to the Incident Command System
2. IS 700 – National Incident Management System (NIMS) an Introduction

Approved 11/15/2011 BC Commission Meeting
For Approval at the 09/18/2018 BC Commission Meeting

3. IS 701.a – NIMS Multiagency Coordination System Course
4. IS 702 – NIMS Public Information Systems
5. IS 703.a – NIMS Resource Management
6. IS 704 – NIMS Communications and Information Management
7. IS 300 – Intermediate Incident Command Structure
8. IS 400 – Advanced Incident Command System

POSITION DESCRIPTION

Title: Information Systems Manager

Department: Communications & Information Systems

Job Analysis: May 2001, Dec 2006, May 2011, Sept 2013, Sept 2018

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive.   The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Assistant CIS Director or CIS Director as determined by current requirements and defined by current Organizational Chart.

Subordinate Staff: Systems Administrator, Network Administrator, Communications Technicians, Network Support Specialists, Operations Support Specialists, Physical Security Administrator and other CIS employees defined by the current Department Organizational Chart

Internal Contacts: Commissioners, County Administrator, Department Heads, All Other County Staff

External Contacts: Vendors, Representatives from other Agencies

Status: Classified/Exempt (EC-9)

Job Summary

Provides coordination, supervision, and overall direction for the County's Information Systems Division. This individual manages and provides hardware and software maintenance, training and consultation, and makes recommendations about future planning and development of resources. This individual coordinates and manages data centers, Help Desk functions, and desktop computer installation and support functions.

Job Domains

A. Project Management

1. Develop project implementation plans and budget.
2. Coordinate internal and external resources during implementation of project with emphasis on keeping project on schedule and within budget.
3. Develop reports and presentations.

B. Systems Analysis and Design

1. Maintain overall Information Systems Plan.
2. Perform Needs Analysis and Documentation.
3. Research and determine best solution(s) to meet defined needs.
4. Develop bid specifications for equipment, software, and services as required.
5. Develop standards to maintain seamless interface to all systems.
6. Collaborate with architects and engineers to ensure plans meet the specifications needed for systems installation and/or modification.
7. Provide expert analysis and decisions on functions associated with software and hardware configuration of the system(s).

C. Systems Administration, Maintenance and Operations

1. Develop and implement system backup, disaster recovery, and integrity plans for all systems.
2. Develop security plans (physical and systems based) for all systems.
3. Administer user security for all systems as required.
4. Administer Internet Firewall and Network Security as required.
5. Develop and implement maintenance plans on all systems and network.
6. Perform capacity planning and performance monitoring on all systems and network.
7. Coordinate and provide supervision as required for all work done by work done by assigned Staff & other CIS personnel.
8. Manage CIS Trouble Call and Help Desk operations.
9. Coordinate, assign, and prioritize work orders.
10. Coordinate installation and maintenance service performed by outside service providers.
11. Perform programming of Network systems as required including Switches, Routers, Firewalls, Wireless Access Points, and other related systems.
12. Perform maintenance and upgrades to server hardware, operating systems, and network systems as required
13. Maintain Inventory of Systems.
14. Ensure industry and departmental standards are enforced pertaining to wiring, labeling, naming conventions, methods, and documentation.
15. Develop Departmental & Enterprise standards as relates to Information Systems implementation and usage.
16. Conduct and/or coordinate user training classes as required.

D. Supervisory

1. Perform daily supervisor duties for all subordinates.
2. Establish and communicate priorities and timelines with subordinates.
3. Hold regular meetings with subordinates to ensure effective communication of policies and mission

Knowledge, Skills, and Abilities

1. Thorough knowledge of computer operating systems and computer networks.

2. Thorough knowledge of Local and Wide Area data communications.
3. Thorough knowledge of TCP/IP.
4. Thorough knowledge of Internet HTTP server setup and administration.
5. Thorough knowledge of SMTP & POP3 E-mail setup and administration.
6. Thorough knowledge of desktop computer systems and computer peripheral equipment.
7. Thorough knowledge of premise wiring and fiber for voice and data communications.
8. Good knowledge of outside plant wiring and fiber for voice and data communications.
9. Good knowledge of basic electronic diagnosis and repair.
10. Good knowledge of project management principles, including budgeting.
11. Some knowledge of digital telecommunications systems.
12. Ability to plan and organize work in order to set priorities and meet deadlines.
13. Ability to relate highly technical issues and respond to questions at a layman's level of understanding.
14. Ability to communicate effectively, both orally and in writing.
15. Ability to establish and maintain effective working relationships with department heads and other employees.
16. Ability to supervise the work of others.

Other Characteristics
1. Must be willing to travel and stay overnight as required.
2. Must be willing to work nonstandard hours, including weekends and overtime.
3. Must be willing to attend additional training, skills development, and other self-improvement courses as deemed necessary by supervisor.

Minimum Qualifications

1. Should possess a Bachelor's degree from a recognized college or university in Computer Science, Information Technology, or a closely related field. Or a combination of education and experience equivalent to these requirements.
2. Should have a minimum of four (4) years' experience as an Information Systems Manager, Systems Administrator, Network Administrator, Network Support Specialist, or other similar position that demonstrates leadership and technical capabilities in a multisite distributed environment.
3. Should have a minimum of two (2) years' experience performing systems or network administration tasks in a Microsoft Windows server environment. In addition, IBM iSeries server experience would be considered a plus.
4. Should possess Microsoft MCSA Certification or equivalent experience.
5. Should possess Network+ Certification, CISCO CCNA, or equivalent experience.

POSITION DESCRIPTION

Title: Knowledgebase and Multi-Media Coordinator

Department: Communications & Information Systems

Job Analysis: July 2018

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Customer Relationship Manager

Subordinate Staff: None

Internal Contact   Commission Staff, Elected Officials, County Administrator, Department Heads and all other County Staff

External Contacts: General Public

Status: Classified/ Non-Exempt (J)

Job Summary

Responsible for receiving, entering, researching, responding to, and tracking citizen inquiries and complaints and working with County departments and affiliated agencies to inform Service Center employees of new policies and procedures. This position's contact with citizens, co-workers, supervisors and elected officials requires skill in listening, articulating facts, assertiveness, and sensitivity to others point of view to explain a process, convey facts, or turn around a situation. The work involves a wide range of situations requiring use of judgment in the search for solutions or new applications.

In addition, this position must also be proficient in the duties of a CSR and CSRII as they may occasionally act as backup supervisor or CSR in the absence of CSRs or the Customer Relationship Manager; as well as other duties outlined below.

Job Domains

Knowledge and Multi-Media Management

1. Provide education of the knowledge management system
2. Maintain knowledge management database and scripting
3. Continually verify and update as needed general information and contact information for various government organizations and assist in referrals.
4. Routinely visit affiliated County/State offices to ensure we are maintaining proper communication and procedures.
5. Monitor trends in social media tools and applications and appropriately apply that knowledge to increasing the use of social media.

6. Maintains schedule outlining informational/educational social media postings on a weekly basis.

Customer Service

1. Use specific core competencies to maintain quality standards throughout each interaction.
2. Handle calls, chat and social media interaction that need to be escalated from CSR.
3. Escalate questions or issues to appropriate supervisors when issue is beyond the scope of provided information.
4. Take ownership of any escalated contact and perform follow-up when needed to ensure the citizen has adequate resolution to their situation.
5. Use multiple telephone and computer systems to handle inquiries, research answers, enter request for service, comments or complaints. This includes but is not limited to Unify OpenScape contact Center, Customer Relationship Management software, Microsoft Outlook, Word, Publisher, and Excel, SharePoint, Facebook, Twitter, Google Plus, Adobe Acrobat etc, and a variety of search engines and online tools.
6. Assist with training and coaching CSR team, and other departments who use similar software.
7. Primary point of contact for providing customer service via email and other non-verbal means of communication with citizens; taking personal ownership until completion of chat, email conversation or other requests for external support.
8. Liaison to EMA for all activations as primary point of contact for information pertaining to providing citizens information.

Administrative/Clerical

1. Performs related routine clerical work.
2. Refers technical operation problems to supervisor or appropriate CIS personnel.
3. Ensures proper CSR staffing at all times and assist with call taking when needed.
4. With regards specifically to call monitoring, assists with review, evaluation and training of CSRs to ensure a high level of consistent customer service quality.
5. Other assigned tasks as required.

Knowledge, Skills, and Abilities

1. Fluency in the English language, both written and verbal
2. Ability to speak with a clear, well-modulated voice and to use proper grammar.
3. Ability to quickly convey concise and accurate information.
4. Ability to respond to difficult situations with tact and diplomacy.
5. Knowledge of techniques, methods, and procedures related to customer service standards
6. Listening skills to accurately understand concerns and/or issues and verbal instructions and ability to enter the information into CRM or other software as it is being dictated.
7. Ability to complete multiple tasks simultaneously
8. Ability to enforce rules and policies with calmness, firmness and fairness.
9. Ability to read maps, find locations and describe directions.
10. Able to make decisions and act quickly in an emergency.
11. Ability to type a minimum of 40 wpm, to accurately record service request or complaint in computer system.

12. Proficiency in all MS Office products and Internet Explorer with good internet/intranet searching skills.
13. Ability to operate an enterprise contact center system.
14. Comprehensive knowledge and understanding of county departmental organization and functions.
15. Comprehensive knowledge and understanding of agencies located in County maintained facilities.

Minimum Requirements

1. High School diploma or equivalent
2. Five (5) or more years' experience in enterprise contact center systems, communications or public sector public relations.
3. At least two (2) years of experience must be with Baldwin County Commission as a CSR or similar position with demonstrated thorough knowledge of the County operations and the Service Center.
4. Must be willing to attend additional training, skills development, and other self improvement courses as deemed necessary by supervisor.
5. Must be available to report to Emergency Operations Center and work 24/7 during an activation.
6. Must be able to wear a lightweight headset at all times while on duty.
7. Must be able to sit for extended periods of time.
8. Must be able to operate computer and other office equipment which requires repetitive arm, hand and eye movement.
9. Must maintain confidentiality when involved in sensitive, confidential or controversial problems and issues related to the County.

POSITION DESCRIPTION

Title: Physical Security Administrator

Department: Communications & Information Systems

Job Analysis: February 2006, Revised December 2006, Reviewed July 2018

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Information Systems Manager, Assistant CIS Director, or CIS Director as determined by current requirements and defined by current Organizational Chart.

Subordinate Staff: None

Internal Contacts: Commissioners, County Administrator, Department Heads, All Other County Staff

External Contacts: Vendors, Representatives from other Agencies

Status: Classified/Exempt (EC-8)

Job Summary

Provides coordination and overall direction for the County's Physical Security Systems. This individual is responsible for all phases of development, implementation, and maintenance of the County's Video Surveillance Systems, Access Control Systems, Panic Alarm Systems, and other related systems. This individual has no direct subordinates, but could supervise other CIS Staff on a project basis.

Job Domains

A. Project Management

1. Develop project implementation plans and budget.
2. Coordinate internal and external resources during implementation of project with emphasis on keeping project on schedule and within budget.
3. Develop reports and presentations.

B. Systems Analysis and Design

1. Maintain overall Physical Security Systems Plan.
2. Perform Needs Analysis and Documentation.
3. Research and determine best solution(s) to meet defined needs.
4. Develop bid specifications for equipment, software, and services as required.
5. Develop standards to maintain seamless interface to all systems.
6. Collaborate with architects and engineers to ensure plans meet the specifications needed for security systems installation and/or modification.
7. Provide expert analysis and decisions on functions associated with software and hardware configuration of the system(s).

C. Systems Administration, Maintenance and Operations

1. Develop and implement system backup, disaster recovery, and integrity plans for all systems.
2. Develop security plans (physical and systems based) for all systems.
3. Administer user security for all systems.
4. Develop and implement maintenance plans on all systems.
5. Perform capacity planning and performance monitoring on all systems and network.
6. Coordinate and provide supervision as required for all field service work done by Technicians and other CIS personnel.
7. Coordinate, assign, and prioritize work orders.
8. Coordinate installation and maintenance service performed by outside service providers.
9. Perform programming of security systems as required.
10. Perform maintenance and upgrades to security systems as required.
11. Maintain Inventory of Systems.
12. Ensure industry and departmental standards are enforced pertaining to wiring, labeling, naming conventions, methods, and documentation.
13. Develop Departmental & Enterprise standards as relates to Security Systems implementation and usage.
14. Conduct and/or coordinate user training classes as required.

Knowledge, Skills, and Abilities

1. Thorough knowledge of basic electronic diagnosis and repair.
2. Thorough knowledge of video surveillance systems.
3. Thorough knowledge of access control systems.
4. Thorough knowledge of premise wiring and fiber for video, voice, and data communications.
5. Thorough knowledge of outside plant wiring and fiber for video, voice, and data communications.
6. Good knowledge of two-way wireless communications systems.
7. Good knowledge of desktop computer systems and computer peripheral equipment.
8. Good knowledge of computer operating systems and computer networks.
9. Good knowledge of TCP/IP.
10. Good knowledge of project management principles, including budgeting
11. Ability to plan and organize work in order to set priorities and meet deadlines.

12. Ability to relate highly technical issues and respond to questions at a layman's level of understanding.
13. Ability to communicate effectively, both orally and in writing.
14. Ability to establish and maintain effective working relationships with department heads and other employees.
15. Ability to supervise the work of others.

Other Characteristics

1. Must be willing to travel and stay overnight as required.
2. Must be willing to work nonstandard hours, including weekends and overtime.
3. Must be willing to attend additional training, skills development, and other self-improvement courses as deemed necessary by supervisor

Minimum Qualifications

1. Should possess an Associate's degree or Technical Certificate from a recognized college, university, or technical school in Communications, Electronics, Information Technology, or a closely related field. Or combination of education and experience equivalent to these requirements.
2. Should have a minimum of one (1) year experience as a Communications Technician III or Network Support Specialist II in a multi-site distributed environment.
3. Should possess A+ Certification or equivalent experience.
4. Should possess Network+ Certification or equivalent experience.
5. Should possess training, certification, or equivalent experience in Video Surveillance Systems.
6. Should possess training, certification, or equivalent experience in Access Control Systems.