Budget Presentation
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Department of Information Technology

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Requested Positions

- Public Safety GIS Application Developer
- Application Developer – Enterprise Public Safety Apps
- Application Developer – Custom Public Safety Development
- Public Safety Field Technician

GIS Application Developer

- The new Public Safety CAD and RMS application requires more GIS data with increased levels of accuracy

- Position enables the organization to focus on specific areas of GIS support and continue to meet and expand GIS process needs for our Public Safety partners

- GIS needs are ever-increasing as software packages, CCG departments, and agencies realize the value of accurate geospatial data

- Additionally, complex GIS applications and databases need development and support

- Facilitates cross-departmental collaboration and ensures proper utilization of GIS technology, underscoring the organization's commitment to leveraging geospatial data effectively for strategic advantages

GIS Application Developer

- **Essential Job Functions**
  - **Provide Targeted GIS Support**
    Deliver specialized GIS services to meet the evolving geospatial needs of Public Safety and other departments
  - **Support CAD/RMS Data Accuracy**
    Maintain and enhance GIS data to support new Public Safety CAD and RMS systems requiring high-precision spatial information
  - **Develop and Maintain GIS Applications**
    Design, build, and support complex GIS applications and spatial databases to enable advanced geospatial analysis and operations
  - **Expand GIS Capabilities Across Departments**
    Collaborate with internal departments and external agencies to identify new GIS use cases and drive adoption of geospatial tools
  - **Ensure Data Integrity and Standards**
    Implement and enforce GIS data quality standards to ensure consistent, reliable geospatial information across systems
  - **Facilitate Cross-Departmental Collaboration**
    Coordinate GIS-related projects and initiatives across divisions, ensuring alignment with organizational goals and efficient use of GIS resources
  - **Promote Strategic Use of GIS**
    Leverage GIS technology to support data-driven decision-making and enhance operational efficiency and public service delivery

Application Developer – Enterprise Public Safety Applications

- The new Public Safety CAD and RMS systems require the attention of a full-time employee

- Increased requests for new software packages and system administration from our Public Safety partners

- Currently, a team of one manager and five employees oversees the enterprise systems responsible for:
  - Payroll
  - HR & Finance
  - Odyssey (Courts)
  - Enterprise Permitting and Licensing (Revenue Office, Inspections and Codes, Engineering, Planning)
  - IasWorld
  - Qalert
  - Dataworks

- Also responsible for the system administration of several "smaller" systems

- Unable to effectively and efficiently dedicate time to new systems and new initiatives

- This position improves efficiency, brings fresh skills and perspectives, and accelerates project delivery and support

- The position enables the organization to focus on specific software support areas and continue to meet business process needs

Application Developer – Enterprise Public Safety Applications

- **Essential Job Functions**
  - **Develop Application Expertise**
    Maintain deep knowledge of internal applications, development tools, and coding standards
  - **Support and Maintain Systems**
    Troubleshoot, enhance, and generate reports for existing applications to ensure operational stability
  - **Analyze and Plan Application Enhancements**
    Work with users to evaluate, scope, and plan new or modified applications for feasibility and impact
  - **Provide Enterprise Software Support**
    Deliver technical assistance and support for all enterprise-level systems used across the organization
  - **Lead Software Projects**
    Organize and manage application projects, including upgrades, maintenance, and end-user training
  - **Develop Integration Solutions**
    Design and build custom applications to bridge gaps between enterprise systems
  - **Manage Vendor Relationships**
    Oversee software vendor compliance with contracts and service expectations
  - **Document Software and Processes**
    Produce technical documentation to support testing, deployment, and future maintenance
  - **Report Progress and Risks**
    Communicate regularly with leadership on project status, upcoming work, and risks
  - **Conduct Code Testing**
    Perform and review unit testing to validate software quality and functionality

Application Developer – Custom Public Safety Applications

- Increased need for new, custom-made systems that are built in-house for our Public Safety partners

- Needed to meet the ever-evolving and complex needs of the 21st-century public safety landscape

- This position is essential moving forward, as IT will run out of application developers to be the lead developers on new software developments

- Leads to an insufficient number of developers to maintain consistent and reliable applications for the CCG

- All of CCG's custom applications, websites, etc., are developed and maintained by one manager and three team members

Application Developer – Custom Public Safety Applications

- **Essential Job Functions**
  - **Develop Custom Software**
    Design, build, and implement in-house applications to meet evolving Public Safety needs
  - **Maintain Existing Systems**
    Support and enhance current custom applications and websites for reliability and performance
  - **Strengthen Development Capacity**
    Fill resource gaps and mentor junior developers to ensure project continuity
  - **Collaborate with Stakeholders**
    Work closely with Public Safety and IT teams to align solutions with operational goals
  - **Ensure Security and Reliability**
    Build secure, dependable systems with strong testing and deployment practices

Field Technician - Public Safety

- Increased need from Public Safety and Courts partners for more advanced and specialized desk-side support

- An ever-increasing amount of emergent technology that needs initial troubleshooting and support for end users

- Increased usage of complex audio/visual equipment and the necessity of specific skillsets

- Provide hands-on training to public safety personnel to reduce user errors and maximize system usage

- Configure, calibrate, and align new systems to meet public safety requirements

Field Technician - Courts and Public Safety

- **Essential Functions**
  - **Specialized Desk-Side Support:**
    Provide advanced desk-side support for Public Safety and Courts partners, addressing complex technical issues and ensuring reliable system functionality
  - **Emergent Technology Troubleshooting:**
    Diagnose and resolve issues related to newly implemented technologies, offering initial support to end users, and mitigating disruptions
  - **Audio/Visual Equipment Maintenance:**
    Operate, configure, and troubleshoot complex audio/visual systems, applying specialized skill sets to maintain optimal performance
  - **User Training and Support:**
    Deliver hands-on training to public safety personnel to enhance system usage, minimize user errors, and ensure operational proficiency
  - **System Configuration and Calibration:**
    Install, calibrate, and align new systems to meet specific public safety requirements, ensuring full operational readiness and integration

Summary of Need for New I.T. Positions

- Address the growing demands and complexities of supporting Public Safety
- Ensure efficient and effective support for Public Safety operations
- Enhance system functionality and meet evolving organizational needs
- Improve operational efficiency and facilitate cross-departmental/agency collaboration
- Leverage technology to support strategic goals and enhance public service delivery

Questions?