CADDO PARISH COMMUNICATIONS DISTRICT NUMBER ONE

SHREVEPORT, LOUISIANA

NOTICE IS HEREBY GIVEN that the Caddo Parish Communications District Number One (District) is currently accepting letters of interest and resumes for the position of **Assistant Computer Aided Dispatch (CAD) Systems Administrator**. This is an administrative position assigned to the Executive Director of the Caddo Parish Communications District Number One. The starting salary is $65,000.00 annually, plus an excellent benefits package.

The position plays a vital role in supporting and maintaining the District's CAD system and related computer subsystems used by the parish's First Responders. This position involves ensuring the smooth operation of the CAD platform, coordinating with various public safety agencies, and assisting in system troubleshooting, support, and administration. The ideal candidate will have a strong technical background in systems management, scripting, and network administration to facilitate efficient public safety operations across multiple agencies. This position requires a person with exceptional verbal and written communication skills.

To obtain more information, interested parties may contact the District's Administrative Offices at (318) 675-2222, or visit the District's website: caddo911.com

Resumes should be submitted no later than **Friday, November 6, 2026** to: Caddo Parish Communications District Number One, Executive Director, 1144 Texas Avenue, Shreveport, LA 71101-3343 or may be emailed to: info@caddoparish911.gov.

Caddo Parish Communications District Number One

Job Description

Job Title: Assistant CAD Systems Administrator

Reports To: Executive Director
Direct Reports: None
Effective Date: 9/15/2026
Revision Date(s):

SUMMARY:

This is an administrative position involved in the planning and management of the District's parish-wide Computer-Aided-Dispatch (CAD) system and various computer subsystems.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Plans and manages the District's parish-wide CAD System and various computer subsystems.
- Coordinates CAD operations between and among public safety agencies, including Shreveport Police/Fire/EMS, Caddo Parish Sheriff's Office, Caddo Parish Fire Districts and any other public safety agency in the parish.
- Works with CAD Systems Administrator to oversee daily operation of the CAD system and the system's interfaces to mobile data computer systems, various records management systems, city, and parish computer systems as well as to State and Federal criminal databases and state and federal fire incident records systems.
- Under guidance from CAD Systems Administrator, develops and performs customized report generation for the various public safety agencies related to the CAD as well as from 9-1-1 telephony databases for the Executive Director.
- Assists the Executive Director in budget development and long range planning for computer systems' maintenance and upgrades.
- Performs problem identification and diagnostic functions for complex computer systems as well as identifying hardware and software problems for PC based systems.
- Develops training tools and conducts training classes for system users.
- Maintains the District's CAD-associated Active Events website.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- None

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties.

Education and/or Experience:

- Bachelor's degree in Computer Sciences or related field; **and**
- Minimum five years' experience managing complex computer operations requiring near instantaneous system response and continuous up-time in a client/server environment; **and**
- Systems Analyst experience, including determination of computer application requirements; coding, writing program descriptions; developing schemes; writing programs using the current programming languages for client/server systems; system testing; and writing user documentation; **and**
- Systems Technician experience, including problem identification and preliminary repair effort for PC based systems; **and**
- Experience in operation of Public Safety Computer Aided Dispatch and Records Management Systems operation. **OR**
- Equivalent combination of education and experience.

SPECIAL REQUIREMENTS; LICENSE(S) AND/OR CERTIFICATION(S)

- Prompt and regular attendance
- Professional attitude and appearance
- Participate in all mandatory job training and meetings
- Adhere to District policies and procedures and Employee Handbook
- Current and valid driver's license; good driving record; proof of auto insurance
- Overnight travel to attend meetings, conferences, etc.
- Willingness to work odd and irregular hours and be subject to call 24-hours-a-day, seven days a week.

EQUIPMENT OPERATED:

- General office equipment, Computer, Fax Machine, Copy Machine, Calculator

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of personnel management, budget development and administration, local government purchasing practices and requirements, and local government laws and regulations desirable.
- Working knowledge of the operating systems and Relational Database Management application software.
- Knowledge and experience in data telecommunications systems, including designing, installing, and maintaining Local Area Networks.
- Knowledge of fiber optics, thin Ethernet, twisted pair and multiple pair wire.
- Knowledge of Wide Area Networks, utilizing T1, fiber optics.
- Knowledge of PC Microsoft Windows operating systems.
- Working knowledge of SQL Server, Access, MS SQL Server, Visual Studio, C#, Crystal Reports, XML, HTML, WPF, IIS, ASP and ASP.NET.
- Knowledge of operation of Public Safety Computer Aided Dispatch and Records Management Systems operations.
- Ability to maintain confidentiality of business and financial matters and information related to the District, its Board of Commissioners, citizens and employees.
- Ability to deal with the public safety agencies that utilize the District's systems/services and the general public in a courteous, tactful and patient manner.
- Good interpersonal and leadership skills and ability to work as a team player with all levels of management and employees.
- Ability to communicate effectively and professionally verbally, in writing, and utilizing proper business telephone etiquette.
- Ability to work in a fast-pace, high-energy and demanding work environment.
- Exceptional time management skills; multi-tasks skills; ability to prioritize and coordinate details and work with frequent interruptions.
- Ability to reason and use good judgment and ethical conduct.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

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

- This position works in a professional office environment.
- While performing the duties of this job, the employee is regularly required to sit; regularly use hands to handle or feel objects, tools or controls; and talk and hear. The employee is frequently required to stand, walk and reach with hands and arms.
- The employee must occasionally lift and/or move up to 20 pounds.
- Specific vision abilities required by this job include close vision, distance and peripheral vision, color vision and the ability to adjust focus.
- The noise level in the work environment is usually quiet.

SELECTION GUIDELINES:
Formal application, rating of education and experience; oral interview, reference and other background checks; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position. The job description does not constitute an employment agreement between the District and employee and is subject to change by the District as the needs of the District and requirements of the job change.

Employee Signature below constitutes employee's understanding of the requirements, essential functions and duties of the position, and has received a copy of this job description.

Employee Signature: _____ *Date:* _____

Employee Name (printed) _____

Employer's Representative (printed name): _____ *Date:* _____

The District is an Equal Employment Opportunity Employer