



PROGRAM MANAGEMENT DEPARTMENT

Position Description

Position Title: Business Analyst	Reports to: Director of Project Management
Department Name: Program Management	Department Code: 320
FLSA Status: Exempt	Prepared by: Nasim Golzadeh
Approved by (signature):	Approval Date: 9/2009

POSITION SUMMARY

Reporting to the Director of Program Management, the Business Analyst is responsible for coordinating the configuration of a VisiCAD Command system that will meet the Go Live requirements of a TriTech client. This responsibility broadly includes the discovery, configuration, validation, testing and Go Live phases of a project to implement a VisiCAD Command System.

The Business Analyst must have strong communication and organizational skills, strong knowledge of TriTech's software products, and effective trouble-shooting skills. The discovery phase requires skills and experience to effectively perform an evaluation of the TriTech client's current operation, any applicable bid documents, and the TriTech software tools proposed in the purchase documents. The configuration phase requires knowledge in the functions and configuration of TriTech software. The validation and testing phases requires the communication and software skills to successfully review the proposed configuration with the TriTech client as a means of satisfying the contractual requirements, minimize rework, and prepare the TriTech client for a successful training experience and Go Live. The Go Live phase requires exceptional organizational and testing phase requires organizational and trouble-shooting skills to react to challenges that may be experienced and to rapidly address those challenges to avoid user frustration. These phases are designed to be components of the project implementation life cycle coordinated by the assigned Project Manager.

In some cases, the Business Analyst may additionally be responsible to perform Operational and Tactical requirements analysis by creating, where necessary, Operational Scenario Documents (OSD) with the TriTech client in cases where a product modification is required. These OSDs will be the basis for Software Requirements and acceptance documents that will generally be developed by other TriTech personnel.

As a project team member, the Business Analysts will provide consultation services to the Client with regard to the configuration and use of VisiCAD Command, and VisiNet Mobile. This position will need, if not already, to become an expert on the functionality, operation and configuration options of the TriTech product suite. As a representative of the Company to clients, prime and subcontractors, this position is expected to portray a positive and professional image of the Company at all times.

TASKS AND RESPONSIBILITIES

- Complete project assignments and client interactions under supervision of a Project Manager
- Maintain project documentation, files, journals, and clients supplied information
- Identify, document, and communicate project risks to the project manager
- Perform analysis and mapping of Client's existing operational processes to the TriTech system capabilities that take into account dispatching, field operations and administrative needs including reporting.
- Define system requirements, and perform system demonstration and configurations



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- Where applicable, create and maintain Operational Requirements Documents, and Software Requirements Documents for new requirements, based on Client's operational needs, and scenarios
- Prepare and perform Acceptance Test Procedures (ATP)
- Support Production Roll out, of the new systems, and support the clients post their live operations
- Participates in Pre-Sales activities that may include Analysis of specific requirements as necessary
- Active participation in product planning meetings, Change Control Board meetings, and other company meetings as necessary
- Develop and maintain an expert knowledge of VisiCAD, interface functionality and the interactions between VisiCAD, VisiCAD Mobile, Browser, and interfaces

EXPERIENCE AND SKILLS

- Three to five years experience as a Business Analysis, or Systems Engineering in Software industry or three to five years in the administration, management or supervision of a public safety CAD system or a public safety dispatch center.
- Advanced documentation skills, including Software Requirements Documentation, Use Case Documentation, and Test Documentation
- Ability to identify, isolate, and clearly describe software and system errors, and expected behavior
- Ability to assess client information and data effectively to determine applicability to project deliverables
- Excellent interpersonal and communication skills (verbal and written) with a demonstrated ability to effectively communicate at all levels of client, subcontractor, and internal organizations
- Ability to work efficiently, and effectively in a team of internal and external resources
- Public Safety and/or mission critical system experience a plus
- Basic knowledge of SQL desired
- Presentation skills, and basic training skills desirable
- Ability to travel up to 40% of the time

EDUCATION

Bachelor of Science or equivalent



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Position Title:	Systems Engineer	Reports to:	Director of Program Management
Department Name:	Program Management	Department Code:	320
FLSA Status:	Exempt	Prepared by:	Nasim Golzadeh
Approved by (signature):		Approval Date:	2009

POSITION SUMMARY

The Systems Engineer will report to the Director of Program Management. The Systems Engineer is responsible for configuration and test of our Public Safety products including automated Computer Aided Dispatch (CAD) of 911 emergency calls, wireless mobile products and 3rd party interfaces. The Systems Engineer will translate client operational requirements into specific configuration specifications and procedures. Responsibilities also include working with our clients to determine functional requirements and operational scenarios of the complete integrated system, including system and subsystem testing requirements.

TASKS AND RESPONSIBILITIES

- Perform functional and operational analysis of Client requirements and data and manage the configuration of the system or subsystem including interfaces between TriTech Software products and external systems.
- Install, configure, test, and troubleshoot standard TriTech interfaces with external systems.
- Work as required with engineering staff during software development to manage custom requirements and client expectations.
- From TriTech specifications and client requirement documentation, specify optional configuration data definitions based on documented business rules and client operational requirements.
- Prepare and manage the Acceptance Test Procedures (ATP) as required for acceptance testing by the client of TriTech products, subsystems and interfaces.
- Develop and maintain an expert knowledge of TriTech products such as VisiCAD, VisiNet Mobile, VisiNet Law RMS and the interactions between these subsystems.
- Travel domestically and internationally as required to complete project deliverables.
- Other assignments as required by the position.

EXPERIENCE AND SKILLS

The Candidate is required to have a Bachelors degree in Engineering or Computer Science or equivalent and between 4-8 years experience in Systems Engineering or Software programming, or an equivalent combination. Working knowledge of Client Server architecture and environments is also a requirement for this position.

The candidate must be able to design and implement functionality between systems and associated subsystems including two way interfaces, and define and understand the data flow. Required attributes



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include working knowledge of transport protocols, relational databases, XML and SQL; demonstrated ability to conceptualize and analyze requirements for Client projects; experience with software requirements analysis such as Rational, Agile or other methods. Public Safety experience is desirable.

The candidate must also have excellent written and oral communication skills, including proficiency in development of Software requirement documentation and technical writing; strong organizational, task management and coordination skills; and ability to work independently and as part of a dynamic team environment that includes all levels of management, clients, vendors and subcontractors.

EDUCATION

BA/BS in Engineering or related field, or equivalent experience

Position Title: Technical Services Frontline Supervisor	Reports to: Manager of Technical Services
Department Name: Technical Services	Department Code: 420
FLSA Status: Exempt	Prepared by: Michael Nabors/Dora Wood
Approved by (signature):	Approval Date: January 2010

POSITION SUMMARY

The Technical Services Frontline Supervisor is responsible to oversee the day-to-day operations of the Frontline Team (formerly known as Technical Services Consultants) and the Training Team. These duties include, but not limited to ACD management, partnership with internal teams like Information Systems and Project Management, departmental processes and procedures, coordination of schedule and resources for phone coverage, incident de-escalations, Training Team scheduling and productivity metrics and reporting. In addition, this position will provide direct supervision for the Frontline Technical Services Representatives and Training Team, such as coaching, performance reviews, salary assessment, scheduling, and other duties directly related to personnel management.

TASKS AND RESPONSIBILITIES

Major Accountabilities

- Accountable for the proper configuration and application of to the Avaya ACD system.
- Implement and manage Call Center's Best Practices for the Frontline operation.
- Oversee and coordinate all training schedules and related documentation.
- Define and produce regular team and individual performance metrics.
- Provide supervision of Technical Services Frontline & Training personnel as assigned.
- Serve as escalation point for all critical support issues on a 24x7 basis.
- Participate in the hiring/firing of Technical Services & Training staff.

Essential Functions

- Perform regular backlog reviews with the Technical Services Research Supervisor to ensure the process is managed efficiently.
- Keep close communication with Project Management Team to ensure their training and Go-Live support needs are properly met.
- Assist department Manager in design and enforcement of policies and procedures.
- Prioritize work for employees and department as necessary.
- Mentor and coach staff through informal guidance and evaluations.
- Foster growth of staff technical skills and abilities through training, guidance, department structure and special projects.
- Work with Escalation Leads to coordinate SharePoint & knowledge base information for the team.
- Coordinate and oversee workload and schedules to meet project commitments

Additional Responsibilities

- Act as on-call escalation for after-hours TSRs, based on pre-assigned rotation schedule.
- Work with internal departments to implement and monitor Standard Operating Procedures and Service Level Agreements.
- Handle all Research Team's de-escalations back to Frontline staff.
- Ensure TSRs are performing their required proactive calls to clients.

- Assist in hiring process as necessary
- Respond as necessary to unplanned requests, projects and critical issues.
- Take action to increase customer and employee satisfaction.
- Provide metrics on ACD Phone management and team productivity.
- Responsible for curriculum development, to include but not limited to VisiCAD User Training and User Code File classes.

EXPERIENCE AND SKILLS

Work Skills

- Excellent Customer Service skills
- Highly detail-oriented
- Extremely professional with a very positive demeanor
- Successfully manage a fast-paced environment
- Advanced written and oral communication skills
- Ability to Multi-task effectively
- Superior time management skills
- Strong technical troubleshooting skills
- Extensive knowledge of related software applications

Experience

- 3+ years in managing a support operation via Best Practices' Call Center methodology and ACD tools.
- Experience defining and maintaining meaningful reports based on available ACD and Call Tracking software metrics.
- 2+ years experience in supporting critical time-sensitive software applications.
- Desirable 1+ years experience supervising software support operations or experience in the area of emergency services with an emphasis on public safety communications supervision.
- Able to travel domestically and internationally as needed.
- Valid driver's license required to drive a vehicle when visiting customer sites

EDUCATION

- Bachelor's degree desirable.
- Associate's degree or equivalent 3+ years work experience required.

TriTech Software Systems, the market leader in developing and implementing computer-aided dispatch and mobile data software solutions to help law enforcement, fire and EMS agencies protect our communities and save lives. We are continuing to expand our team and currently seeking a **Technical Services Research Supervisor**.

Our mission is to provide integrated multi-agency, multi-jurisdiction software solutions that assist public safety agencies jointly respond to emergencies rapidly, safely and efficiently. TriTech serves more than 175 public safety agencies worldwide; including North America, Europe, Australia and New Zealand. TriTech's award-winning products, VisiCAD Command™ and VisiNet Mobile™ are built on our innovative Technology which offers client's seamless upgrades and system flexibility to provide mission-critical command and control, deployment, logistics, interoperability and decision support.

The **Technical Services Research Supervisor** is responsible for overseeing the day-to-day operations of the Research and Escalation (Level II and Level III) Teams. Duties include, but are not limited to backlog management, incident escalations, partnership with internal teams like Engineering and Product Management, departmental processes and procedures, coordination of schedule and resources for system upgrades, and productivity metrics and reporting. In addition, this position will provide direct supervision for the Research and Escalation Technical Services Representatives, such as coaching, performance reviews, salary assessment, scheduling, and other duties directly related to personnel management.

Will also act as on-call escalation for after-hours staff based on a pre-assigned rotation schedule; provide support and/or resources to systems implementations as necessary. Provide metrics on backlog management and team productivity and participate on curriculum development, to include but not limited to VisiNet Command SysAdmin classes.

Candidate must possess excellent customer service & interpersonal skills; be highly detail-oriented and extremely professional with a very positive demeanor. Candidate should have experience successfully managing a Technical Support team in high-stress situations with advanced written and oral communication skills and the ability to multi-task effectively.

Candidate must have 3+ years experience in supporting critical time-sensitive software applications. We prefer candidates with a minimum of 2 years experience supervising software support operations or extensive experience in the area of emergency services with an emphasis on public safety communications supervision. Candidate must demonstrate working technical skills on Operating Systems, Microsoft products; SQL configuration & scripting, Citrix and general networking. Must be able to travel domestically and internationally as needed.

Bachelor's degree desirable or Associate's degree and equivalent 3+ years work experience required.

TriTech Software Systems offers competitive salaries and benefits including medical, dental, vision, 401(K), and FSA's. Please send your resume and salary requirements to hr_dept@tritech.com today! For more information on TriTech, visit www.tritech.com

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