



Digital Data Technologies Inc

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POSITION DESCRIPTION

Position Title: Location Database (LDB) Analyst
for Next Generation 9-1-1

Department: Operations

Reports To: LDB Services Coordinator

Summary: The Location Database (LDB) Analyst is responsible for the implementation, training, service, and support of LDB 9-1-1 clients. Critical areas of accountability include successful implementation of new clients in the system, training and supporting existing clients, management of the client's services, and Location Database data accuracy. Performance objectives in order of priority:

Key performance objectives:

1. New database implementation and new client integration
 - a. Population of database from providers
 - b. Implement service
 - c. Training of service users
2. Customer Support
 - a. Submission of Service Order Input (SOI) file updates (data updates to LDB)
 - b. Input of record updates through the web interface
 - c. Data correction process
3. Service Quality
 - a. Location database data quality
 - b. Efficiency of update processing and timeliness of updates
 - c. Resolution of mismatches between the telephone owner's location and the location databases including a Geographic Information Systems (GIS) Database and an Emergency Call Routing Function (ECRF) database)

Key Responsibilities: The responsibilities listed are fundamental to the position and must be performed successfully to achieve the key performance objectives of the role. Other responsibilities may be assigned.

I. Interpersonal Responsibilities

- a. Provide customer support to all telephone service providers that have records within the LDB, including wireline, wireless, VOIP and Private Switch Automatic Location Identification (PSALI).
- b. Communicate with appropriate 9-1-1 agency, local governments, and other vendors.

II. Operational Responsibilities

- a. Maintain all LDB sub systems, including SOI processing, reporting, web interface and discrepancy tracking.
- b. Setup client accounts and provide access to the Location Database for all end-users.

- c. Gather all telephone records from appropriate service providers or PSALIs to be inserted into the LDB.
- d. Investigate misrouted 9-1-1 calls, unidentified phone numbers, and incorrect location data utilizing a web interface, Microsoft SQL Server and coordinating updates with the appropriate GIS services.
- e. Prioritize customer issues and escalate within the company using a ticketing system.
- f. Create and maintain documentation as needed.

III. Organizational Responsibilities

- a. Support System Implementation team during upgrades.
- b. Collaborate with other DDTI teams as necessary

Knowledge Requirements:

- 1. Database management proficiency
 - a. Microsoft SQL databases
 - b. Knowledge of Automatic Location Identification (ALI) database systems
 - c. Knowledge of SOI processing
- 2. Familiarity and general knowledge of NENA i3 NG9-1-1 and Legacy E9-1-1 standards

General Requirements:

- 1. Skillful at verbal and written communication
 - a. Communicate clear instructions
 - b. Communicate technical details to a non-expert audience
 - c. Create documentation and write instructions for processes and procedures
- 2. Collaborative and team-minded interpersonal skills
- 3. Strong organizational abilities with the agility to manage priorities amongst multiple tasks
- 4. Experience training end-users

The preceding statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Revised Date: 8/2022

LDB Analyst