

# Emergency Communications Technology Manager



## General Summary of Classification:

Responsible for managing the emergency communications technology staff, end user support of assigned public safety technologies, identified emergency communications hardware/software, and other related peripherals; coordinates the department-level technology support and management with the appropriate staff and resources; responsible for financial management and vendor relations for selected department technologies; and performs other duties as assigned.

## Examples of Primary Tasks, Duties and Responsibilities (TDR):

*NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.*

- Provides planning, direction, and integration of emergency communications technologies, systems, and resources for the Department of Emergency Communications (DEC) to include public safety-focused third-party software & applications while ensuring compliance with applicable laws, regulations, and other regulatory policy and directives;
- Supervises technical staff and ensures quality control of vendor provided services to maintain dispatch systems;
- Develops, reviews, amends, and enacts policies, procedures, and system operational objectives based on applicable governing rules and regulations and ensures utilized systems remain current with industry standards;
- Plans, manages, and coordinates financial operations and budgetary needs in consultation with Department Director to support, sustain, and advance the technological suite of systems of the DEC;
- Provides technology leadership & management by identifying, recommending, and implementing 9-1-1 technology that support County needs by planning, monitoring, developing and supporting enhancements;
- Collaborates with County Purchasing department to develop, negotiate and secure contracts with external technology vendors for specialized services including system maintenance, related equipment, and required patch updates;
- Collaborates with IT Department peers to provide necessary support to DEC personnel and ensure access, operability and end user functionality efficiently supports department's operational needs; develops technology solutions for department's operational and end-users' needs in collaboration with the County's centralized IT Department;
- Serves as a subject matter expert (SME) for assigned staff, partners, and internal and external stakeholders; serves as a working supervisor handling assigned area specific tasks and projects as needed;
- Performs other duties as assigned.

## Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Extensive working knowledge of 9-1-1 dispatch, Computer Aided Dispatch, ECaTS, NICE, and MIS public-safety technologies, network/telecommunications, and network and systems architecture as well as common business software and office equipment; extensive working knowledge of department-specific office and technology-related equipment installation, configuration and functionality/operation; extensive working knowledge of data collection, user ticket-request taskings, and management principles and practices.
- **Technical:** Excellent computer, software, and system specific skills with ability to use computer, typical business software, proprietary software, applications, and technologies to sustain DEC operations.
- **Communication, Customer Service and Interpersonal:** Excellent written and oral skills with the ability to communicate clearly and accurately, both verbally and in writing, with County personnel and vendors using both technical and non-technical language to provide excellent customer service and accurately explain technical processes.
- **Decision-making, and Authority:** Understands, interprets, applies, and follows complex instructions, policies, and data, including federal regulations; makes sound decisions and recommendations independently, appropriately involves supervisor; excellent organization skills with the demonstrated ability to plan, execute, or delegate work in a timely manner within established deadlines and budgets; ability to plan, organize, and conduct meetings, and training sessions.
- **Leadership:** Supervisory.
- **Environment:** Works in an office setting; may work in various locations based on assigned duties.
- **Physical:** Visual and hearing acuity sufficient to interact accurately with a diverse audience of personnel. Physical ability sufficient to perform assigned duties in an office environment and to conduct system inspections or repairs as needed.

## Minimum Education and Experience:

**Education:** Four (4) year degree in a relevant IT field of study preferred;

**Experience:** Five (5) years of progressively responsible IT experience, with one (1) year of supervisory experience;

**OR:** Any equivalent combination of education and experience which provides the necessary knowledge, skills and abilities.

## Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.