

CLASS TITLE: 911 PUBLIC SAFETY COMMUNICATIONS SYSTEMS MANAGER

PURPOSE OF THE CLASSIFICATION: Under direction ensures proper operation and maintenance of the Enhanced-911, computer-aided dispatching and other technical systems supporting 911 Public Safety Communications, manages related databases, performs analysis and professional systems work to ensure cost-efficient, prompt and quality customer services and performs other related assigned duties.

ESSENTIAL TASKS:

- Manages PSC related databases and maintains/evaluates technical computerized equipment and communications systems to maximize Public Safety (Police/Fire/EMSA/Sheriff) response
- Regularly reports and analyzes performance metrics and prepares regular status reports
- Plans equipment upgrades, assists with operations personnel training and coordinates change outs with the Information Technology Department
- Coordinates the management of the 911 Geographical Information and Mapping System
- Manages the Enhanced-911 Public Awareness Program, making presentations on Enhanced-911 and Public Safety Communications as necessary
- Serves as technical liaison to Police, Fire and Information Technology Departments, County Sheriff and special interest groups such as the deaf community
- Performs complex system/data analysis, design, testing, evaluation and identifies/resolves problems and/or makes recommendations and implements procedures to ensure critical data integrity
- Participates in cross functional teams to provide technical expertise and improve workflow and communication with other divisions/departments
- Queries systems to provide management information and obtain source/test data
- Conducts independent technical systems studies and researches technological advancements/alternatives, providing recommendations, findings and reports
- Participates in departmental objectives development and budget planning, management and coordination
- Administers Public Safety Communications' disaster recovery plan
- Coordinates projects, including scope definition, critical path analysis, instructing, directing and channeling work to maximize production and results
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in telecommunications, engineering, computer science, business or mathematics and six (6) years of progressively responsible experience in 911 systems operation management or systems analysis, including proven management and/or supervisory experience; experience in Computer Aided Dispatching (CAD) and telephone automatic call directors desired; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of the principles, practices and methods of project management as applied to 911 or emergency call center operations; comprehensive knowledge of systems/data analysis, design, testing and evaluation; considerable knowledge in maintaining technical systems utilized in an emergency call center; considerable knowledge of auditing procedures and practices; considerable knowledge of budget management and planning procedures; considerable knowledge of data processing applications and use potential; and working knowledge of methods and techniques used in project management and systems analysis. Ability to analyze complex systems and data, identify and resolve problems or make recommendations and implement procedures to ensure critical data integrity; ability to manage and maintain technical systems in an emergency call center operation; ability to remain calm during emotional and stressful situations; ability to plan, coordinate and manage an operating budget; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard, 10-key and telephone; occasional lifting up to 20 pounds; occasional carrying up to 20 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 1036

EEO Code: N-02

Pay Code: AT-48

Group: Engineering, Planning & Technical

Series: Communications, Operations & Maintenance

Effective date: January 18, 2012