

## **CLASS TITLE: 911 PUBLIC SAFETY COMMUNICATIONS SYSTEMS MANAGER**

**PURPOSE OF THE CLASSIFICATION:** Under administrative direction is responsible for overseeing the planning, operation and maintenance of technical systems supporting 911 Public Safety Communications and operations and manages related databases ensuring cost-efficient, prompt and quality customer services, manages operations and personnel, and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Plans, coordinates, directs, manages and reviews the work of subordinate staff, contractors, and vendors involved in emergency communications services, including operational process changes for 911 call taking and dispatching and implementation and upgrade enhancements to the emergency communications technology and systems; works closely with department director on matters of significance including strategic planning and budget, operations management and department staffing, regularly acting as the main point of contact for PSC issues requiring immediate attention and regularly acting as the designee of the Director
- Manages PSC related databases and maintains/evaluates technical computerized equipment and communications systems, and administers PSC's disaster recovery plan to maximize Public Safety (Police/Fire/EMSA) operations, response and communications services
- Analyzes performance metrics and prepares regular status reports on service delivery to public safety agencies
- Plans equipment upgrades, provides and assists with operations personnel training, and coordinates upgrades with the Information Technology Department
- Coordinates the management of the 911 Geographical Information and Mapping System
- Manages and develops the Enhanced-911 Public Awareness/Educational Program, making presentations on Enhanced-911 and Public Safety Communications to the public other interested parties as necessary
- Serves as technical liaison to Police, Fire and Information Technology Departments, County Sheriff and special interest groups
- Participates in cross functional teams to provide training, technical expertise and improve workflow and communication with other divisions/departments
- Coordinates the management of the 911 employee recruitment and retention program
- Conducts independent technical systems studies and researches advancements/alternatives, providing recommendations, findings and reports
- 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 operations management or systems analysis, including demonstrated management and/or supervisory experience; experience in Computer Aided Dispatching (CAD) and telephone automatic call directors preferred; 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; working knowledge of methods and techniques used in project management and systems analysis and working knowledge of the principles, practices and methods of personnel management. Ability to analyze complex systems and data, identify and resolve problems or make independent decisions and 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" Driver's License.

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

**Class Code: 1036**

**EEO Code: E-02**

**Pay Code: EX-48**

**Group: Engineering, Planning & Technical**

**Series: Communications, Operations & Maintenance**

**Effective date: March 10, 2021**