



Capital Area Council of Governments Job Description

CAPCOG Title: 9-1-1 Systems Manager

Division: Emergency Communications

Reports to: Director Emergency Communications

State Title and Salary Grade: Network Specialist V/Manager III B-24

FLSA Status: Exempt Non-Exempt

GENERAL DESCRIPTION

Performs highly advanced (senior-level) technical, operational, and managerial work. Work involves managing activities associated with a regional emergency services network and equipment used in the delivery and processing of 9-1-1 calls for service and associated data; overseeing network design and installation, policy and process development, monitoring, and analysis of existing network and call taking hardware and software; and evaluating potential operational enhancements. Plans, assigns and/or supervises the work of others. Works under minimal supervision with extensive latitude for the use of initiative and independent judgment.

ESSENTIAL FUNCTIONS

Essential duties and functions may include the following. Other related duties may be assigned.

1. Manages and coordinates the provision, installation, monitoring, testing, and maintenance of:
 - a. Wireline, wireless, VoIP, 9-1-1 database, private switch, text to 9-1-1, and Next Generation 9-1-1 network related services and other telecommunications platforms.
 - b. Call processing and mapping equipment.
 - c. Land Mobile Radio integration capability to the 9-1-1 equipment.
2. Monitors the operational network environment:
 - a. May serve as a primary after-hours contact for receipt of trouble notifications.
 - b. Places orders for activation/modification/removal of network services.
 - c. Schedules and evaluates network studies.
 - d. Takes corrective measures to ensure efficient network performance.
 - e. Assists agencies with PSAP network relocation and remodel planning.
3. Develops long-range network and call taking equipment requirements and plans, and defines disaster routing contingencies.
4. Oversees development of operational and networking guidelines, procedures, and policies to support division functions; and monitors compliance with policies and procedures.
5. Provides input during division budget preparation.
6. Oversees validation and resolution of network vendor billing.
7. Regularly participates in applicable meetings, conferences and professional organizations.
8. Supervises the work of other employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.

9. Oversees the preparation of management and productivity reports and studies.
 - a. Analyzes call volume, answer time, and other applicable PSAP statistical reports.
 - b. Composes documents and correspondence regarding 9-1-1 issues.
10. General responsibilities:
 - a. Responds to trouble calls from PSAPs and vendors as necessary.
 - b. Ensures all CAPCOG provided equipment is in working order;
11. Remains informed on latest developments in telecommunications, computer hardware and software, network applications and 9-1-1 technology, policy and procedures;

GENERAL QUALIFICATIONS

Education

Graduation from an accredited four-year college or university is required with major course work in computer science, information systems, telecommunications or a related field is preferred. Consideration of experience and education may be substituted for one another.

Experience

- Minimum five years' experience in local and/or wide area network operations and/or telecommunications is required; emphasis in emergency 9 1 1 telecommunications and public safety is required.
- Minimum three years' experience in management of a business functions or unit relevant to this position is required.
- Emergency Number Professional (ENP) or other related public safety, IT, Telecommunications, CISCO-CCNA Platform certification is preferred.

Knowledge, Skills, and Abilities

Knowledge of:

- 9-1-1 call delivery
- 9-1-1 equipment and software applications
- 9-1-1 database content and structure
- Network facilities and data processing techniques
- Network operating systems and security software
- Network performance monitoring and capacity management tools.

Skill in:

- Personal computers and applicable software
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Working with diverse groups of stakeholders

Ability to:

- Troubleshoot 9-1-1 network problems and overall 9-1-1 system architect and procedures
- Analyze networks and procedures
- Write and revise standards, policies and procedures
- Handle multiple projects
- Communicate effectively both in written and verbal form

- Ability to plan, assign and/or supervise the work of others.

Position Specific Competencies

- Decision Making – Demonstrates use of effective decision-making techniques that provide timely, appropriate and ethical resolution to problems.
- Judgment – Demonstrates critical thinking based upon in-depth data gathering, corroborating information, considering others’ input, and ethics.
- Personnel management – provides direction and communicates expectations effectively while motivating staff to meet goals.
- Regulatory Compliance – Understands regulations and ensures that work is in compliance with regulations.

Physical Requirements

Remain in a stationary position at a desk throughout the workday.	Frequently
Stand and perform tasks throughout the workday. May be stationary for periods of the day.	Seldom
Move about inside the office to perform different tasks of the position such as access the copy machine, file papers, or deliver mail to the reception area.	Seldom
Coordinate precise movements of the fingers in order to use office productivity machinery or perform intricate tasks.	Frequently
Move objects weighing up to designated # of pounds.	Seldom - 35 lbs
Lift objects from the floor and up onto a shelf or desk weighing up to designated # of pounds.	Seldom - 35 lbs
Converse with others both in person and over the phone.	Regularly
View details at close range (within one to two feet of the observer) and distinguish color-coded materials.	Seldom
Move body into multiple positions to perform different tasks such as in the following examples: under desks, between walls, around servers and furniture, or to retrieve files from the bottom or top drawers of file cabinets.	Seldom
Performs duties in professional office environment	Frequently
Performs duties while exposed to conditions of heat, cold, humidity, wind and/or rain.	Seldom
Drives a vehicle to perform CAPCOG business.	Seldom

KEY

Never 0% Seldom 0-30% Regularly 30-60% Frequently 60-90% Constantly 90-100%

Seldom would be up to 12 hours per week or 0 to 2.4 hours per day

Regularly would be 12 to 24 hours per week or 2.4 to 4.8 hours per day

Frequently would be 24 to 36 hours per week or 4.8 to 7.2 hours per day

Constantly would be 36 hours to 40 hours per week or 7.2 to 8 hours per day

Other Requirements

- Must maintain a valid Texas driver's license, and have dependable transportation for travel within region with proof of insurance as specified by the State of Texas.
- Requires passing and retaining CJIS background clearance.

I have read and understand all aspects of this job description. I have discussed the duties with my supervisor.

Employee Printed Name, Signature and Date

Supervisor Printed Name, Signature and Date