



Capital Area Council of Governments Job Description

CAPCOG Title: 9-1-1 Telecommunication Coordinator A

Division: Emergency Communications

Reports to: Systems Manager

State Title and Salary Grade: Telecommunications Specialist III/ B22

FLSA Status: Exempt Non-Exempt

GENERAL DESCRIPTION

Performs advanced (senior-level) telecommunications work. Work involves selecting and integrating system components for voice, data, digital, wireless, and video telecommunications networks, and coordinating the installation and maintenance of telecommunications networks. May supervise the work of others. Works under limited supervision, with considerable 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. Serves as a subject matter expert in the following areas:
 - a. Disaster recovery procedures for 9-1-1 networks:
 - i. Serves as a primary after-hours contact for receipt of trouble notifications.
 - ii. Coordinates and/or performs preventative maintenance on assigned telecommunications systems, associated software, and peripheral equipment.
 - b. Contractual agreements to validate 9-1-1 call flow and delivery via:
 - i. Facility based Competitive Local Exchange Carrier (CLEC).
 - ii. Wireless service provider.
 - iii. Voice-over-Internet-Protocol provider.
 - c. 9-1-1 ANI/ALI database.
 - d. Next Generation 9-1-1 functions and services.
 - e. Telecommunications system design and modification.
 - i. Coordinates the installation of office wiring infrastructure.
2. Evaluates and documents wireline, wireless, private switch and / or ancillary service providers network activities such as reviewing network plans and diagrams, circuit inventories, deployment schedules or conducting and validating tests. Ensures accuracy of:
 - a. Wireless data delivery for Federal Communications Commission (FCC) compliance.
 - b. Database of wireless towers, cell sectors and orientation.
 - c. Wireless network contract exhibits to reflect the correct service provided by carrier; and
 - d. Call routing records in the 9-1-1 database.
3. Coordinates the planning and preparation for telecommunications network or systems equipment.
 - a. Coordinates and/or performs installation and maintenance of telecommunications networks and computer hardware.
 - b. Investigates and resolves problems concerning the operation of telecommunications systems, communications hardware, and equipment.
 - c. Monitors the operation of voice, data, and/or video telecommunications equipment and network control consoles.
 - d. Assists in conducting studies regarding computer usage and recommending changes to use of the computer facility and fully automated communication procedures.

- e. Develop operational or administrative policies and procedures for PSAPs and Database Coordinators.
4. Provides consultative services and technical assistance to plan, implement, operate and evaluate 9-1-1 programs and services.
 - a. Makes regular on-site visits to PSAPs and Database Coordinators.
 - b. Provides technical assistance and support for applications and hardware problem resolution.
 - c. Serves as main point of contact for:
 - i. Testing and operating assistance to PSAPs; and
 - ii. 9-1-1 database assistance to the Database Coordinators.
5. Develops, evaluates and recommends effective techniques for monitoring regional programs, new/revised methods for measuring 9-1-1 network accuracy, or database modifications.
 - a. Audits 9-1-1 technology platforms, systems, operating procedures and database status to ensure compliance with Interlocal Agreements and agency policy; and
 - b. Maintains records of site visits and audits.
6. Prepares charts, diagrams, tables and reports regarding accuracy of 9-1-1 programs and composes documents and correspondence regarding the 9-1-1 system and services.
7. General responsibilities include:
 - a. Responds to trouble calls from PSAPs as necessary;
 - b. Ensures all CAPCOG provided 9-1-1 equipment is in working order;
 - c. Remains informed on latest developments in telecommunications, computer hardware and software and 9-1-1 technology and procedures;
 - d. Participates in applicable meetings, conferences, and professional organizations; and
 - e. Performs related work as assigned.

GENERAL QUALIFICATIONS

Education

Preferred: Graduation from an accredited four-year college or university with major course work in business management, computer or management information systems or a related field. Education and experience may be substituted for one another.

Experience

Required: Minimum three years' experience in 9-1-1 system design, database administration, Internet Protocol (IP) based networking, wireless or VoIP services.

Preferred: Experience in electronics or telecommunications installation and maintenance work.

Knowledge, Skills, and Abilities

Knowledge of:

- 9-1-1 data processing and telecommunications principles, equipment, procedures, terminology, standards, and wiring technologies
- Network operating systems
- Federal Communications Commission's policies and procedures

Skill in:

- Use of telecommunications test equipment
- Computers, microcomputers, applicable software, and mainframe applications
- Use of Microsoft Office applications
- Use of ArcGIS
- Automated mapping applications and/or computer aided dispatch software
- Working with diverse groups of stakeholders

Ability to:

- Install, operate, and test telecommunications equipment
- Analyze, diagnose and resolve telecommunications problems

- Interpret technical information
- Write and revise standards and procedures
- Manage 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.
- 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.	Regularly
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.	Regularly
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, proof of insurance specified by the State of Texas, and dependable transportation for travel within region.
- Requires passing and maintaining 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