



Capital Area Council of Governments Job Description

CAPCOG Title: 9-1-1 Telecommunications Coordinator - B
Division: Emergency Communications
Reports to: Assistant Director - Operations
State Title & Salary Grade: Telecommunications Specialist III/B22
FLSA Status: Exempt Non-Exempt

GENERAL DESCRIPTION

Performs advanced (senior-level) public safety telecommunications systems work. Work involves planning, selecting, and integrating system components for voice, data, digital, wireless, and video telecommunications networks. Coordinates on a 24-hour, on-call basis the operational needs of Emergency Communications Centers (ECCs) with commercial carriers and contractors. Works under limited supervision with considerable latitude for the use of initiative and independent judgment. May supervise the work of others.

ESSENTIAL FUNCTIONS

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

- Serves as a primary after-hours contact for receipt and resolution of trouble notifications from ECC's, commercial carriers and contract vendors.
- Investigates and resolves problems concerning the operation of telecommunications systems.
- Monitors the operation of NG9-1-1 telecommunications equipment and network peripheral equipment.
- Provides technical assistance and support for applications and hardware problem resolution.
- Coordinates operational function, maintenance, and validation of NG9-1-1 telecommunications infrastructure equipment and services.
- Evaluates, interprets, and documents wireline, wireless, voice-over-internet protocol (VOIP), private switch, and automatic call distribution (ACD) networks for compliance and functionality.
- General responsibilities include:
 - Responds to trouble calls from ECCs and commercial carrier services on an on-call basis.
 - Conducts onsite visits of ECC's for equipment functionality and customer relations.
 - Coordinates maintenance and implementation of the 9-1-1 telecommunications systems.
 - Coordinates with service/equipment contractors used throughout the 9-1-1 communications network regarding proper operation, installation, and maintenance.
 - Provides input in the development of operational/administrative policies and procedures related to 9-1-1 telecommunications systems.
 - Conducts studies regarding system usage to assist in determining telecommunication system requirements and procedures.
 - Participates in applicable meetings, conferences, and professional organizations.

GENERAL QUALIFICATIONS

Education

Education and experience may be substituted for one another.

High School Diploma or GED equivalent is required.

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 is preferred. Previous or current Texas Commission on Law Enforcement (TCOLE) Telecommunicator License is preferred.

Experience

Minimum three (3) years' experience in operating 9-1-1 systems is required. Direct experience working with 9-1-1 customer presence equipment (CPE), database administration, Internet Protocol (IP) based networking, wireless or VoIP services is required.

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.

Knowledge, Skills, and Abilities

- Knowledge of 9-1-1 data processing and telecommunications principles, equipment, procedures, terminology, standards, wiring technologies and network operating systems
- Knowledge of Federal Communications Commission's and State of Texas policies and procedures related to 9-1-1 and Emergency Communications
- Knowledge of ArcGIS
- Skill in information technology, telecommunications, and applicable software
- Skill in use of Microsoft Office Suite applications
- Skill in automated mapping applications and/or computer aided dispatch software
- Ability to install, operate, and test 9-1-1 telecommunications equipment
- Ability to multi-task effectively
- Ability to communicate effectively both in written and verbal form with a diverse group of stakeholders

Position Specific Competencies

- Decision making – Demonstrates use of effective decision-making techniques that provide timely, appropriate, and ethical resolution to problems.
- Judgement – 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.	<i>Regularly</i>
Stand and perform tasks throughout the workday. May be stationary for periods of the day.	<i>Seldom</i>
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.	<i>Seldom</i>
Coordinate precise movements of the fingers in order to use office productivity machinery or perform intricate tasks.	<i>Regularly</i>
Move objects weighing up to designated # of pounds.	<i>Seldom – 35lbs</i>
Lift objects from the floor and up onto a shelf or desk weighing up to designated # of pounds.	<i>Seldom – 35lbs</i>
Converse with others both in person and over the phone.	<i>Frequently</i>
View details at close range (within one to two feet of the observer) and distinguish color-coded materials.	<i>Regularly</i>
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.	<i>Seldom</i>

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

PHYSICAL REQUIREMENTS 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

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

Employee Printed Name and Signature

Date

Supervisor Printed Name and Signature

Date