



## Director, Emergency Communications District

### Department: Emergency Communications District "ECD"

#### Job Summary

Provide day-to-day direction of the emergency communications district personnel and ensures training and training materials are provided to the ECC. Staying abreast of technology trends and identify areas that need improvement, maintenance, and upgrade within the communications portion of the e911 network.

#### Job Functions:

1. Sound understanding of computer systems, networks, security, telecommunications, databases and storage systems
2. Consults with information technology director to provide guidance for the replacement, upgrade, and maintenance of e911 hardware, software, and communication lines.
3. Coordinate with Information Technology director for GIS system and system updates for CAD
4. Coordinate with information technology director for software and maintenance planning and implementation
5. Participates in the research of new software, hardware, and services and the scheduling of product demos by vendors
6. Assist the ECC and ITD directors in reviewing appropriate computer hardware and software and data communications equipment, and maintenance and support contracts.
7. Manages contracted maintenance, tracks warranties and service agreements, and renews or extends when necessary
8. Responsible for ensuring the accuracy and approval of invoices
9. Trains or facilitates training for new hardware and software applications
10. Maintains confidentiality of information in any form, including verbal communications
11. Formulation and submittal budgets and presentations to the e911 board
12. Available on call 24x7 for resolution of any e911 system issues
13. Creates policies and procedures to ensure chain of command and redundancy
14. Work to create a good public perception of the service
15. Attends relevant conferences and training to stay current with industry standards
16. Additional duties as needed

#### Recommended Minimum Qualifications:

- A minimum of five years managing people and public issues
- Excellent analytical and problem-solving skills

- Five years' experience in assessment, evaluation, and selection methodologies for both software and hardware
- A degree in Computer Science or Information technology or a closely related field with excellent management skills
- Solid understanding of CJIS, must be able to identify and eliminate security risks
- Five years of high-level experience in public safety and or emergency communications dispatching

#### Capacity and Ability Requirements:

Combine knowledge of GIS databases and software with common sense and insight in solving problems and making decisions.

- Intelligence: The ability to understand instructions and underlying principles. Ability to reason and make judgments.
- Verbal: Ability to understand the meanings of words and the ideas associated with them.
- Form Perception: To make visual comparisons and discriminations and see slight differences in shapes and shadings of figures and widths and lengths of lines.
- Motor Coordination: Ability to coordinate the eyes and hands or fingers rapidly and accurately in making precise movements with speed.
- Manual Dexterity: Ability to move hands and manipulate objects with the fingers rapidly and accurately.
- Color Discrimination: Ability to perceive or recognize similarities or differences in colors or in shades or other values of the same color
- Systematically identify and analyze the important dimensions of a problem, determine potential causes, obtain relevant information, and specify alternate solutions, then carry out solutions or refer to the appropriate authority.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results in Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physical ability to perform essential functions of the job, including:
  - Adequate hearing, correctable vision, and manual dexterity;
  - Frequently operate a computer and read a computer screen or typewritten page;
  - Move between work sites;
  - Ability to occasionally lift light weight (up to 25 lbs.).

#### Experience and Training Requirements:

- Bachelor's degree in information technology, information systems, computer science, management, or related field (graduate degree a plus)
- An equivalent combination of education and experience that provides the applicant with the required knowledge, skills, and abilities to successfully perform the essential functions of the position will be considered.
- Experience in emergency communications or related fields with an emphasis in computer-aided dispatch mapping use and functions.
- Certifications and continuing education preferred

#### Necessary Special Requirements:

- Employment contingent upon (and subject to re-check/certification on needed basis)
  - passing a federal background check which includes fingerprinting.
  - passing CJIS certification test

**Salary Range:** \$80,000 - \$110,000 commensurate with background and experience.

Qualified candidates may email their resume to [jobs@sumnercountyttn.gov](mailto:jobs@sumnercountyttn.gov).