

911 RADIO & TECHNOLOGY DIVISION DIRECTOR

Job Code	Pay Grade
10880	SM3b

Nature of Work

This is responsible analytical and technical work planning and coordinating mission critical hardware, software and radio communication functions for the Safety and Emergency Services. An employee in this class is responsible for managing the efforts of software and hardware technical personnel maintaining the county-owned, county-wide public safety radio system used by EMS/Fire/Law agencies and providing technical support to municipal fire departments. This position evaluates current information system needs and recommends expenditures of departmental funds for hardware, software, and training. This position reports to the Bureau Director, Safety & Emergency Services.

Minimum Qualification Requirements

- 5 years of directly related medium to large mainframe computer operations experience in Information Technology (IT), Management Information Services (MIS), computer science, engineering, or an occupation evidencing competency in computer mainframe and multi-platform operations, applications, and technologies in related business processes that includes 1 year as a team leader or supervisor for 911 or comparable operations; or
- Associate's degree in Information Technology (IT), Management Information Services (MIS), Computer Science, Engineering or directly related field plus 3 years experience as defined above; or
- An equivalent combination of education, training, and/or experience.
- Must obtain, and maintain a Florida Department of Law Enforcement (FDLE) Criminal Justice Information Services (CJIS) Level 3 - CJIS Security & Awareness Certification within 6 months of appointment.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Employee's name must not appear on the Health & Human Services exclusion list.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Analyzes current and long term technical needs, develops and manages short and long range plans for the selection or development of Emergency Dispatch applications, equipment, user training and budget requirements.
- Reviews and prioritizes modifications and enhancements to Regional 9-1-1 CAD software, the twenty-four hour Fire Departments wide area network, and interfaces to ambulance and law enforcement CAD systems.
- Manages the county-wide public safety radio system providing system oversight, daily operations, contract management and long-range planning.
- Supervises and provides tools and support for technical staff responsible for maintaining and modifying CAD and other public safety hardware and software.
- Supervises and provides tools and support for technical staff responsible for maintain the wide-area network, including hardware, software and MDC support.
- Supervises and provides tools and support for technical staff who maintains the county-wide public safety radio system including FCC licensing, subscriber programming, daily maintenance issues and coordinating with outside agencies.
- Supervises and provides tools and support for technical staff that creates and maintains data layers in the public safety ESRI platform that provides mapping to the Regional 9-1-1 Center and public safety agencies.

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Illustrative Tasks (continued)

- Acts as technical liaison between field personnel and Regional 9-1-1 Center; provides custom software, hardware reporting and long-range planning.
- Provides budget information to the Bureau Director.
- Develops and maintains system security.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of public safety communications operations, including CAD, Radio, ESRI and Wide-Area Networking to fire station equipment.
- Knowledge of the operating characteristics, capabilities and limitations of small, medium and large scale computer systems, data base systems and data communication systems.
- Knowledge of project management, budgeting and the ability to manage multiple priorities.
- Knowledge of research techniques, methods and procedures.
- Ability to apply computer applications and software.
- Ability to present oral and written technical reports clearly and concisely.
- Ability to supervise and train technical and non-technical personnel.

For official use only

Revised	EEOC Code	Overtime Code
12/15	Officials & Managers	Exempt