

## **DIRECTOR OF COMMUNICATIONS**

**DISTINGUISHING FEATURES OF THE CLASS:** This is professional, administrative and highly technical work of a difficult and professional nature in developing, directing and maintaining all City of Albany's communications equipment (telephones, radios, pagers, cellular phones, etc.) and the emergency communication systems in the Department of Public Safety Communications Division. The Director of Communications, through the application of technical and management skills, is responsible for maintaining a comprehensive system that will provide an accurate database of Albany's street names, street address spans, and law enforcement, fire and medical jurisdiction for each street; for the proper operation of the City's Radio, Computer Aided Dispatch (CAD) and 9-1-1 Emergency Telephone systems; for promoting an overall awareness among the citizenry of the users of the 9-1-1 Emergency Telephone system; coordination with all law enforcement, fire and medical agencies on all matters pertaining to the Communications Division and its Radio, CAD and 9-1-1 Emergency Telephone system; and coordinating with the appropriate vendors on all matters pertaining to the Communications Division and for all communications equipment utilized by all City departments. Work is performed with latitude for the exercise of creative judgment in developing and maintaining these systems under the supervision of the Commissioner of Public Safety and reviewed through conferences and reports for achievement of desired results.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Researches and develops communications systems in order to provide the City of Albany with the appropriate systems;
- Provides the Commissioner with the technical knowledge necessary to decide which direction the City of Albany should take for its communication system;
- Monitors a Radio and CAD system that will successfully route all calls for service and emergency calls to the proper service provider and dispatch all safety vehicles;
- Develops the procedures and documentation for the proper implementation and operation of the Radio, CAD and 9-1-1 Emergency Telephone systems;
- Compiles the annual budget;
- Coordinates with the law enforcement, fire and medical agencies on the development and accuracy of each agency's function pertaining to the Multi Street Addressing Guide (MSAG) and other emergency response systems;
- Responsible for the maintenance and upgrade of the 800 MHz radio, CAD, pager, telephone and cellular phone systems;
- Schedules and provides training materials for the mechanical use of all features of Albany's emergency and non-emergency communication systems;
- Provides assistance and information to the public on the uses of all features of the Communications Division and 9-1-1 Emergency Telephone system;

See Reverse Side

- Maintains working relationships with other municipal governments, particularly with law enforcement, fire and medical agencies to promote the success of the City's emergency communication systems;
- Coordinates, researches and develops plans to expand or upgrade the Communications Division's equipment, 9-1-1 Emergency Telephone system and the City of Albany's non-emergency communication systems;
- Coordinates with State and Federal agencies in meeting all requirements for all City of Albany communication systems;
- Represents the City of Albany on the Countywide Public Safety Answering Points (PSAP) Committee;
- Responsible for the Communications Division building design, renovation and maintenance on an ongoing basis relating to implementation of communications equipment;
- Acts as purchasing agent for the Communications Division;
- Develops policies and standard operational procedures for the Communications Division;
- Responsible for present and continuing Communications Division employee training as approved by the City of Albany and other governing authorities;
- Performs related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:**

- Comprehensive knowledge of the City's SafetyNet Computer Aided Dispatch software with an emphasis on the Geofile database;
- Comprehensive knowledge of the New York Statewide Police Information Network (NYSPIN) system;
- Comprehensive knowledge of the City's SafetyNet Computer Aided Dispatch NYSPIN Interface software;
- Thorough knowledge of personal computers and their peripherals with emphasis on hardware troubleshooting;
- Excellent organizational skills;
- Ability to communicate effectively, both orally and in writing;
- Ability to maintain and monitor complex communication systems;
- Ability to establish and maintain effective working relationships;
- Ability to plan and supervise the work of others;
- Ability to work independently;
- Initiative;
- Dependability;
- Good judgment;
- Resourcefulness;
- Integrity;
- Thoroughness;

- Tact and courtesy;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited or New York State registered college or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in Management, Business Administration or a closely related field and five (5) year's experience in Public Safety Communications, two (2) years of which were in a supervisory capacity; **OR**
- B. Comparable knowledge, with a minimum of seven (7) years experience, two (2) of which were in a supervisory capacity, in Public Safety and/or Public Safety Communications, which has allowed for training and experience in the communications field; **OR**
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

10/25/00  
12/11/02