

DIRECTOR OF INFORMATION TECHNOLOGY AND COMMUNICATIONS
(Albany Police Department)

DISTINGUISHING FEATURES OF THE CLASS: This is a management confidential position. Under the general direction of the Commander of Administration, the incumbent responsible for: developing and implementing strategic direction and managing the activities of city-wide wireless communications; 911 systems; information management systems; the department's computer network; city-wide telephone systems; voice, video, and data telecommunication systems; internet and intranet systems and information systems support. The position will involve ongoing project, grant and contract management, and systems integration responsibilities in coordination with City departments, outside agencies, vendors, and contractors. Additional responsibilities include: advising and directing departments in the design and implementation of new information and communication systems. The Director must exercise independent, creative judgment and discretion while demonstrating strong ethical, professional, interpersonal and leadership skills. Supervision over employees in the Computer Technology Unit and Telecommunications Division is a responsibility of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Directs the development and implementation of policies, regulations, and programs that support the coordination and growth of progressive, efficient and cost-effective information and communication services;
- Conceptualizes, evaluates, and implements information technology strategies, plans, and priorities for a comprehensive department-wide information technology program and telephone system. Anticipates future communications and network needs, identifies proactive solutions to satisfy those needs;
- Oversees planning, management and upgrade of the departments 800MHZ radio, Computer Aided Dispatch (CAD) and telephone systems;
- Manages the implementation of appropriate technology to increase information accessibility and integrated systems management;
- Oversees the implementation of network security;
- Develops technical specifications for the procurement of new equipment, systems, and services. Evaluates bids and proposals and recommends the awards of contracts to vendors. Develops recommendations for changes in facilities, systems and services for maximum efficiency, appropriateness of application and cost effectiveness;
- Projects, prepares, and administers annual budget for Computer Technology Unit (CTU) and Communications Division. Confers with Fiscal Director to monitor all IT and communications-related purchasing and budget utilization;
- Exercises staff oversight to ensure new operations plans, policies, procedures, and transition/migration plans are consistent with the department's goals and objectives;
- Oversees the hiring, termination, evaluation and discipline of CTU and Communications Division employees;
- Oversees CTU project direction, prioritization and coordination;

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- Oversees the operation, maintenance, and repair of city-wide video surveillance camera system;
- Works with Policy/Training Unit to evaluate and/or establish standards and procedures for information and communications systems and to coordinate and oversee all computer training within the department and CTU;
- Defines and sets performance standards for new system and/or user application requirements;
- Serves as primary APD liaison to vendors, contractors, consultants and outside agencies for all IT and Communications-related issues. Negotiates related contracts, including setting operating performance standards and administers contracts to ensure compliance with operating performance standards;
- Acts as, or designates, liaison to other agencies on computer related activities, procedures, equipment or software owned, administered or utilized by the department;
- Works with Public Information Officer and Community Services Unit to provide assistance and information to the public on the function and capabilities of the Communications Division and 911 Emergency Telephone System;
- Establishes and maintains working relationships with other municipal governments, agencies, vendors and contractors;
- Coordinates with state and federal agencies to meet all requirements and compliance standards for radio and 911 emergency telephone systems;
- Represents the City of Albany on the countywide PSAP (Public Safety Answering Points) Committee;
- Acts as primary administrator of the Community Oriented Policing Services (COPS) Technology Program;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of FCC regulations pertaining to land mobile radio systems, licensing, transmission power, radiated power, modulation limits and spurious radiation;
- Thorough knowledge of the principles and applications of analog and digital electronics, microprocessors, amplifiers, antennas, transmission lines, land mobile RF, microwave, multiplexing, data circuits, and systems;
- Good knowledge of the components, operation, maintenance and repair of network equipment;
- Good knowledge of Safety Net CAD E911 interface software;
- Good knowledge of municipal procurement policies and procedures including competitive bidding;
- Skill in oral and written communications to exchange information, explain procedures and techniques;
- Ability to communicate effectively, both orally and in writing;

- Ability to study, evaluate and review various telecommunications systems, networks, services and equipment;
- Ability to evaluate contract bids and/or proposals;
- Ability to understand technical specifications of telecommunication and information systems equipment, systems and services;
- Ability to maintain and monitor complex communication systems;
- Ability to monitor and control large number of projects, problems and issues;
- Ability to establish and maintain effective working relationships;
- Ability to supervise the work of others;
- Ability to work independently;
- Dependability;
- Good judgment;
- Resourcefulness;
- Integrity;
- Thoroughness;
- Initiative;
- Physical condition commensurate with demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree* (or higher) and seven years experience in Public Safety Communications planning and procurement of services, three years of which must have been in a supervisory capacity; **OR**
- B. Graduation from high school or possession of a high school equivalency diploma and eleven years of experience in Public Safety Communications planning and procurement of services, three years of which must have been in a supervisory capacity; **OR**
- C. An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

NOTE: A Master's Degree* in Telecommunication Management or closely related field may be substituted on a year for year basis for the non-supervisory experience as stated in (a) above.

***SPECIAL NOTE:** Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post secondary degree-granting institution.