

## **EMERGENCY SERVICES COMMUNICATIONS MANAGER**

**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 Police Department's Communications Division. The Emergency Services Communications Manager, 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 a member(s) department's Command Staff and reviewed through conferences and reports for achievement of desired results.

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

- Ensures that calls for police, fire and emergency medical services are properly processed and dispatched in a timely manner;
- Oversees and monitors maintenance and implementation of technology systems, including computer aided dispatch (CAD), automated telephone and radio systems;
- Interprets and applies department standards, policies and procedures, along with pertinent Federal, State and Local laws, codes and regulations and monitors compliance;
- Coordinates with State and Federal agencies in meeting all requirements for all City of Albany communications systems;
- Anticipates future communications and network needs, identifies proactive solutions to satisfy those needs;
- Schedules and provides training materials for the mechanical use of all features of Albany's emergency and non-emergency communication systems;
- Participates in the selection, training and development of telecommunications personnel, fosters a profession work environment;
- Serves as primary APD liaison to vendors, contractors, consultants and outside agencies for all Communications-related issues;
- Assists with negotiating related contracts, including setting operating performance standards and administers contracts to ensure compliance with operating performance standards;

- Oversees the preparation and administration of the division's budget, grants and requisitions of supplies and materials;
- 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;
- 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.