E-911 SYSTEMS MANAGER
(Emergency Management)

This position also serves as the Emergency Operation Center Director during emergency activation.

MAJOR FUNCTION

Management position responsible for managing and directing the work of others in maintaining a comprehensive plan for the allocation of manpower and financial resources directed toward providing Enhanced 9-1-1 (E9-1-1) Service, E9-1-1 Database, Geographic Information Systems (GIS), and Uniform Addressing throughout Polk County. Manage the E9-1-1 Operations, E9-1-1 Training, E9-1-1, GIS and E9-1-1 Addressing staff.

Serves as Emergency Operations Center (EOC) Director during emergency conditions. The EOC Director directs the overall operation of the EOC. Acts to ensure all EOC operations, planning and response activities related to the emergency are properly coordinated among all working groups. Functions as the liaison concerning the incident among local municipalities, counties and with the regional, state and federal representatives.

ILLUSTRATIVE DUTIES

Administers the coordination, implementation and maintenance of comprehensive plans for all Federal and State mandated technological enhancements to the countywide E9-1-1 System. Manages the installation and implementation of all E9-1-1 and E9-1-1 computer systems. Coordinates hardware maintenance and upgrades to existing E9-1-1 telephone workstations and provides instruction and technical assistance in the use of newly implemented systems. Manages the planning, coordinating and implementing of Polk County’s E91-1 Local Area Network (LAN), Wide Area Network (WAN) and Frame Relay communication circuits. Manages the installation, configurations and support Servers, Cisco Firewall, Routers and Switches. Administers the maintenance of ArcIMS and MS SQL 2000 Database. Manages the installation and support of Public Safety network hardware and software. Directs the research and development of plans to expand, modify, redesign or upgrade the E9-1-1 System to ensure the optimal use of resources and maintain a state-of-the-art service. Responsible for managing E9-1-1 System projects from design through implementation.

Manages the county-wide E9-1-1 database, ensuring all data is compliant with National Emergency Number Association (NENA) standards. Direct data and network staff in the creation and implementation of all data software programs and upgrades.

Manages all E9-1-1 network systems and conducts periodic capacity plans on the network traffic taking necessary actions to maximize the availability of the on-line E9-1-1 network. Responsible for ensuring that E9-1-1 LAN, WAN, Frame Relay Networks and call answering equipment is maintained and in good state of repair.

Manages the Public Safety E9-1-1 Geographic Information System (GIS). Responsible for ensuring the computerized mapping and database system accurately displays location information of E9-1-1 callers, as well as, supports the countywide E9-1-1 Addressing System, Computer Aided Dispatch Program and other emergency services needs. Manages the countywide Addressing Program ensuring all addresses assigned are compliant with national NENA and United States Postal Service standards and applicable Polk County ordinances.
E-911 SYSTEMS MANAGER
(Emergency Management)
(Continued)

ILLUSTRATIVE DUTIES (continued)

Develops short and long term implementation plans for the countywide Addressing project. Directs the Addressing staff in the creation and implementation of all data software programs, upgrades and procedures.

Manages the implementation and operations of advanced technical systems and equipment operations of the countywide E9-1-1 System to include communications systems, E9-1-1 telephone systems, GIS Mapping systems and development management (Addressing) systems. Administer countywide E9-1-1 program which includes providing technical support and training to eligible Public Safety Answering Points (PSAP’s).

Serves as the program administrator directing the interface between Polk County’s E9-1-1 system and the State of Florida Division of Management Services, 26 local telephone companies and other counties concerning the E9-1-1 System. Serves as management and administrative liaison between county government and local municipalities in all matters concerning the operation of the local PSAPs. Develops and monitors the system to assure successful routing of all E9-1-1 calls to their proper jurisdictional agency or PSAP. Responsible for maintaining and ordering adequate equipment, materials and supplies to ensure responsive repair or installation capabilities during normal and emergency conditions. Develop and manage recurring and non-recurring budgets. Maintains records, monitors expenses, and obtains local and State approvals as required.

Provides assistance and information to the public on the use and functions of the E9-1-1 system and Uniform Addressing Ordinance. Develops and presents public speaking programs as requested. Manage the development and implementation of the countywide E9-1-1 training program with the various PSAP Managers. Responsible for the development of training materials and implementation of a system-wide standard operation procedure manual. Regularly visits each PSAP to monitor performance of operators and equipment, keeping Division Director informed. Prepares memorandums and reports as required.

Responsible for shift operations during EOC activations in pre and post-disaster situations. Functions as E9-1-1 duty officer, subject to emergency calls for E9-1-1 Operations on a 24 hour a day, 7-day a week schedule.

Available and prepared to respond to any emergency/disaster or potential emergency seven days a week, 24 hours a day. Travels, as necessary, to on-site locations within the County.

Performs related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of current methods and advanced techniques for administering emergency communications, information technology and advanced databased management functions. Knowledge of general digital PBX and key telephone systems. Knowledge of LAN, WAN and Frame Relay management issues, domain network hardware, software and administrative techniques necessary to support assigned network. Knowledge in MS Active Directory, ArcIMS and MS SQL Database. Knowledge of general telephone industry procedures.
E-911 SYSTEMS MANAGER
(Emergency Management)
(Continued)

KNOWLEDGE, ABILITIES AND SKILLS (continued)


Ability to interpret state and federal laws, rules, regulations, and guidelines of the Florida E9-1-1 Systems. Ability to prepare and maintain complicated and detailed budgets. Ability to use independent judgement. Ability to research, investigate, experiment, detect, inspect, verify, recognize, and recommend solutions. Ability to recognize incorrect information and take statistical information and prepare technical reports. Ability to efficiently perform duties under varying, and possibly extreme, weather conditions includes some nights and weekends along with 12-hour shifts during an EOC activation. Ability to communicate clearly and to maintain an effective working relationship with all levels of State, County, the community and the public. Excellent problem-solving skills in intense/stressful emergency situations and can react quickly and accurately in such situations.

MINIMUM QUALIFICATIONS

Graduate of an accredited four (4) year college with course work in electronics or telephone systems and a minimum of two (2) years’ experience within E9-1-1 operations, public administration or related telephone communications, or emergency service work. Experience must include project management, LAN, WAN and Frame Relay systems. Possess technical certifications on E9-1-1 systems. GIS and Information Technology. NIMS compliance and experience coordinating EOC activities. Three (3) years supervisory experience. Must have a valid driver’s license and be able to secure a valid Florida driver’s license at the time of employment.

A comparable amount of related training and experience may be substituted for the minimum qualifications.

SPECIAL REQUIREMENT

This position may be required to report for work when a declaration of emergency has been declared in Polk County.

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