TITLE: COORDINATOR: 9-1-1 COMMUNICATIONS - DATABASE SPECIALIST

EFFECTIVE DATE:

REPORTS TO: 9-1-1 Director

APPROVAL AUTHORITY: Athens County Board of Commissioners

PROBATIONARY PERIOD: 365 days

SUMMARY/GENERAL DESCRIPTION OF POSITION:
This is a highly analytical and technical position that includes the review of internal and external 911 infrastructure requirements, technology evaluation, testing and developing guidelines for implementation, assistance with PSAP operations, review and compliance with Ohio Revised Code (ORC) pertaining to PSAPs. This position will provide effective outreach for 911, technical and fiscal assistance, and data coordination through the development and maintenance of collaborative relations with PSAPs, local governments and regional organizations. May consult with PSAPs and/or vendors to determine future network systems requirements, their costs, design additions, solutions to complex network operating problems, and the design of network security systems. Employee develops and reviews requests for proposals (RFPs) and contracts for services and serves as the expert in that product area. Employee serves as a resource to senior analysts in network problem solving and design. This includes determining needs and researching new technology additions and improvements to the network. Will provide technical expertise and guidance in maintenance and support functions of all 911 hardware, software, telecommunications networks, diagnostic equipment, and systems required to support the operations of 911. Additional roles may include operational and technical specialist in network management systems or telecommunications networks (data, voice, video and voice over IP), network architecture, network systems administration, network services and converged network services, as well the operations and function of the overall PSAP.

This position will report directly to the Athens County 9-1-1 Director of Operations. This position will provide for all technical services that must be performed and supported by 9-1-1 Communications. This position will function as liaison between information technology (IT) technical and support personnel and the members of Athens County 9-1-1 Communications. Also, this position performs as liaison and gives direct technical support to this primary and secondary PSAPs, within this jurisdiction, operating a highly complex statewide 911 network and eventually the Next Generation 911 network.

Employees must meet the minimum requirements, conditions of employment, and be able to perform successfully all essential duties and responsibilities with or without reasonable accommodations. Central Dispatch is a 24-hour operation, and, therefore, this position may require irregular hours. May also be required to work on-call in an emergency.

ESSENTIAL DUTIES & JOB FUNCTIONS:
1. General knowledge of applicable 911 statutes, regulations, and the Athens County Board of Commissioners designated policies, practices and concepts.
2. Possess an extensive working knowledge of the Ohio 911 system to include PSAP operations at minimum from a supervisory level.
3. Knowledge of wide area networks (WAN), local area networks (LAN) while able to troubleshoot and maintain the current local telephone system and communications center equipment.
4. Updates and maintains Computer Aided Dispatch (CAD) files to ensure synchronization with Automatic Number Information (ANI) and Automatic Location Information (ALI) call information received in the Central Dispatch Center; investigates and resolves related issues.
5. Coordinates activities with CAD software vendors to insure accuracy and acceptability of information provided to various integrated systems.
6. Coordinates the maintenance, inventory management, and programming of radio communications systems to include trouble shooting to identify needed repairs 24/7.
7. Maintains Master Street Address Guide (MSAG) information.
8. Assigns and maintains Emergency Service Numbers (ESN).
9. Coordinates audits of the MSAG and ALI systems to ensure accuracy of information.
10. Ensures the accuracy of GIS and MSAG address information, jurisdictional boundaries, street centerline information, street names, street ranges, community names, and/or other applicable information.
11. Maintains maps for digitizing into CAD (Computer-Aided Dispatch) in cooperation with the Equalization/GIS (Geographic Information Systems) department.
12. Receives and processes new street names created in subdivisions of land for entry into applicable databases.
13. Coordinates with wireless carriers and competitive local exchange carriers to ensure correct trunking and default ESN assignments and obtain maps of cell sites and sectors or coverage areas.
14. Perform preventative maintenance and repair radio infrastructure equipment necessary to perform Fire, Law Enforcement, EMS, and EMA Communications.
15. Ability to investigate, research and put into place new technologies in specialty or related area to improve performance.
16. Receives, investigates and reports on user complaints. Responds to inquiries from the public.
17. Ability to organize and format statistical reports, providing appropriate supporting and background documentation, and present information in written and oral format to diverse and varied stakeholder groups.
18. Have training and experience with Emergency Operations Center (EOC) protocols to ensure emergency communications in any event.
19. Act as the Communications Supervisor when essential evacuations plans have been implemented.
20. Assist, as needed, in the implementations, training and operation of the Community and Emergency Response Systems.
21. Establish communications plans as directed to match conditions or local events.
22. Assist with the completion of training to meet agency requirements and local, state and federal standards and requirements.
23. Other duties as assigned.

PHYSICAL REQUIREMENTS:
1. Work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions. Work also requires standing and has standard vision requirements.
2. Vocal communication is required for expressing or exchanging ideas by means of the spoken word. Hearing is required to receive detailed information through oral communications and/or to make fine distinctions in sound.
3. Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
4. Work typically has some exposure to environmental conditions.
5. Work is generally in a moderately noisy location (e.g. business office, light traffic).

JOB REQUIREMENTS (Education, Experience, Professional Affiliations) Mandatory:
1. High school diploma or G.E.D. and minimum of 18 years of age.
2. Essential keyboard and computer operating skills.
3. Excellent writing skills, including spelling and grammar, and concise paraphrasing skills.
4. Must possess or obtain CPR certification within one year of employment.
5. Must obtain NIMS 100, 200 and 700 certifications within one year of employment.
6. Ability to speak in clear and concise English. Able to understand, follow and recall complex verbal and written instructions and information.
7. Must understand how to operate a variety of additional radio, computer, telephone and other communication devices.
8. Ability to think clearly and critically and act quickly in emergency or stressful situations.
9. Able and willing to maintain a calm, courteous, professional manner while providing good customer service along with demonstrating strong interpersonal skills.
10. Able and willing to establish and maintain effective working relations with co-workers, supervisors, personnel from other agencies and the public.
11. Successful completion of drug screen, background check, and hearing tests.
12. Must be able to work required shifts and/or overtime.
13. Able and willing to complete all hours of continuing education to include recurrent and mandated training required per management directives and to maintain required certifications as needed.
14. Ability to maintain the confidentiality of information and professional boundaries

**DESI RABLE EXPERIENCE AND EDUCATION:**
Bachelor's degree in Computer Science, Computer Information Systems, Computer Engineering, Electronics, or a related curriculum from an appropriately accredited institution and one year of progressive experience in telecommunications network management, analysis, or design, or traffic engineering; or Bachelor's degree from an appropriately accredited institution and two years of networking related experience such as network design, analysis or network management; or Associate's degree in Electronics, Computer, or Networking Technology from an appropriately accredited institution and two years of networking related experience; or an equivalent combination of education and experience. FCC general license certification. Recruitment range will be commensurate with the applicant's competencies, as well as budget, equity and market considerations.

I, ______________________ (Employee’s Name), have read and understand this job description and understand that a copy will be filed in my personnel file. I can perform all of the duties required of this position.

__________________________  _________________
(Employees signature)  (Date)
Notice of a Job Vacancy

Posting Date: June 9, 2020
Position: 9-1-1 Coordinator

Description:
A full-time position under the direct supervision of the Director or designee(s), to provide for all technical services that must be performed and supported by 9-1-1 Communications. This position will function as liaison between information technology (IT) technical and support personnel and the members of Athens County 9-1-1 Communications. Also, this position performs as liaison and gives direct technical support to this primary and secondary PSAPs, within this jurisdiction, operating highly complex statewide 911 network and eventually the Next Generation 911 network.

Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations. Central Dispatch is a 24-hour operation, and, therefore, this position may require irregular hours. May also be required to work on-call in an emergency.

Job Classification: 9-1-1 Coordinator – Database Specialist

Rate of Pay: Pay range $21.45 to $25.45

Qualifications: See attached Job Description

Additional Notes/Requirements: Each candidate shall provide a cover letter and resume signifying specifically what qualifications you possess to be considered for this promotion; Each candidate shall provide a personally signed copy of the applicable job description representing that you have read, understand, and can comply with its content.

Dates: All interested applicants must request an application packet from the Administrative Assistant, melissa@athens911.com, 740-566-4377. Completed application must be made to the Administrative Assistant no later than June 30, 2020.