LEWISTON-AUBURN 911 COMMUNICATIONS CENTER

JOB DESCRIPTION
911 SYSTEMS MANAGER

I. SUMMARY

Under the general direction and supervision of the Communications Director, the 9-1-1 System Manager shall be responsible for the technical operations of the Center. He or she shall assist the Center Director in such capacities as to ensure the Center's goals and objectives are attained.

II. GENERAL DUTIES AND RESPONSIBILITIES

1. Oversees the technical operations of the Center.
2. Administers and maintains the Center's public safety radio system, including remote radio sites in Lewiston and Auburn.
3. Administers and maintains the Center's public safety computer system.
4. Works closely with the Center's public safety communications software provider, equipment and building vendors and keeps abreast of all maintenance and licensing contracts and needed upgrades to ensure economical and efficient operations of the 9-1-1 Center.
5. Administers and maintains the Center's local and wide area public safety network, to include off site locations, the vehicle-based mobile data terminals and the public safety computer system.
6. Administers and maintains the Center's network of administrative computers.
7. Maintains the network, software and physical security of the Center.
8. Maintains an existing disaster recovery plan and back up procedures.
9. Develops and/or adopts new technologies directed towards improved Center effectiveness and efficiency.
10. Manages the workload and training of the Information Technology Support Specialist.
11. Available at various and flexible hours to meet the demands of a 24-hour work environment.
12. Assists in the creation and development of specific written agency directives and standard operating procedures.
13. Serves as primary liaison between the Center and the Maine State Police in all matters involving METRO, NCIC and NLETS.
14. Works with the Office Manager to ensure all agency equipment and building functions are properly maintained and serviced for proper operating conditions.
15. Directly advises the Center Director of significant or imminent issues effecting the operations or personnel of the Center.
16. Prepares, justifies and monitors the Center's technological budget items.
17. Recognizes outstanding or unusual performance of duty by agency personnel, forwarding recommendations to the Center Director for agency recognition.
18. Performs periodic inspections of the building, grounds and Communications Center and remote sites to ensure that all areas are kept clean and orderly.
19. Promotes and maintains a spirit of cooperation and mutual assistance between the Center and the municipal departments which it services.
20. Develops good morale and a team spirit, and encourages positive attitudes towards the Center, its goals and objectives.
21. Acts as the Center's Director when she or he is absent or unavailable for an extended period of time.
22. Performs other duties and tasks as may be required by proper higher authority.

III. SKILLS, KNOWLEDGE AND ABILITIES (SKA's)

1. Advanced knowledge of Windows-based computer systems, IT trends and their application in a public safety communications environment.
2. Ability to guide individuals and/or groups toward successful task completion by training, issuing directives and obtaining compliance through managing the group process.
3. Ability to gather relevant information and correctly identify sources of problems and relationships among problem elements through conceptualization and logical thought.
4. Possess the ability to train using various techniques for adult learners.
5. Ability to employ a multi-faceted response to situations and be able to propose new ideas and methods for getting the job done.
6. Ability to create and maintain an equipment life cycle replacement plan.
7. Knowledge of and familiarization with state requirements dealing with METRO, NCIC and NLETS legal requirements and standards.
8. Ability to make sound judgments.
9. Ability to make a clear, effective and persuasive presentation of ideas or facts in individual or group situations.
10. Ability to clearly, effectively and persuasively express oneself in writing using correct grammatical form, spelling and vocabulary.
11. Ability to structure work in an effective manner through appropriate prioritization.
12. Ability to direct activities under his/her purview effectively and efficiently.
13. Willingness to confront problems and be pro-active in solving them.
14. Ability to work effectively with other municipal agencies.
15. Possess exceptional organizational, interpersonal, analytical and communication skills.
17. Ability to work independently and as a member of a team.
18. Knowledge/familiarity with OSHA regulations.

IV. EMPLOYMENT STANDARDS

1. Undergraduate degree coupled with three years of supervisory and/or management experience, preferably in a public safety environment

2. Ability to successfully pass security clearance to include a thorough background investigation, and submission of a completed applicant fingerprint card to the F.B.I. Identification Division.

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Join the Public Safety Team!

Lewiston – Auburn Emergency Communications Services
Systems Manager

The Lewiston-Auburn Emergency Communication System, one of the busiest 9-1-1 call taking and dispatching centers in Maine, is accepting resumes for the Systems Manager position. The System Manager is responsible for all technical operations of the center, including the public safety radio network, a secure public safety computer network including vehicle-based mobile data terminals and the network that links all facets of public safety communications in Lewiston and Auburn.

This position requires significant IT and network skills and experience, preferably in the public safety communications environment. The system manager contributes to end user training, maintains a multi-year equipment replacement plan, has excellent written and oral communications skills, and is a resourceful problem solver. Applicant must be able to perform as an integral part of a team and work effectively under stress in a fast-paced, multi-disciplined environment that routinely handlings life and death situations. A strict attention to detail is essential. Applicants must be available at various and flexible hours to meet the demands of a 24-hour work environment.

An undergraduate degree in an appropriate discipline is required, coupled with three years of supervisory/management experience. Candidates must work well with the first responders and public safety management officials. Applicants must be willing to submit to and successfully complete to the satisfaction of the hiring board an extensive background check. Starting salary range is between $55,000 and $65,000.

Interested candidates may obtain a position description, an application and package submission instructions by visiting www.auburnmaine.gov, in person from the Lewiston-Auburn 911 Emergency Communications System's administrative office at 552 Minot Avenue, Auburn, Maine 04210 or by calling 207-786-5380 x1. Cover letters must include salary requirements.

Candidate submissions must be received by mail at the above address or in person at the office of the Communications Director no later than 4 p.m. Monday, Feb. 24, 2014.

Equal Opportunity Employer