

GENESEE COUNTY

PUBLIC SAFETY SYSTEMS MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The is a technical position responsible for developing, maintaining, researching, recommending installation, integration, networking, troubleshooting and repair of public safety communications systems. The incumbent provides public safety communications system and application support including but not limited to: public safety radio system administration, public safety radio infrastructure support (e.g. towers, microwave networks, alarm monitoring), radio programming, dispatch console administration, Computer Aided Dispatch (CAD) support, 9-1-1 telephony and networking support, administrative telephony support, 9-1-1 addressing, 9-1-1 GIS mapping/ CAD interface support, and additional projects as assigned. The duties of this position may require that the incumbent accepts assignments on all of the various work shifts to which communications or emergency services personnel are assigned. The incumbent may perform related work, as required. This position reports to the Director of Emergency Communications.

TYPICAL WORK ACTIVITIES:

- Plans for present and future public safety communication hardware and software needs of the County;
- Collaborates with Director and Assistant Director on the implementation of approved public safety communications systems and vendor performance;
- Evaluate and coordinate existing public safety communication services of police agencies, fire agencies, highway agencies, ambulance services and inter-governmental communications services and make necessary recommendations;
- Coordinates and provides training to end users on the policies and use of radio equipment and/or communication systems or devices, including features, usage and capabilities;
- Maintains a high-level of confidentiality regarding proprietary encrypted radio system functions;
- Maintains an up-to-date inventory of all public safety communications equipment;
- Coordinates public safety communication equipment, application, and network support with other agencies;
- Ensures compliance with Federal Communications Commission rules, regulations and licensing requirements for all public safety communication systems and equipment;
- Integrates communications services to assure maximum communication efficiency for public safety communications systems and networks including 9-1-1, CAD, radio, microwave, telephony (including PBX phone system), and GIS systems;
- Responsible for maintaining site security systems (e.g. ID Badge system) for the Sheriff's office and act as a back up to Human Resources as needed;
- Addresses complaints from agency or departmental organizations and the public concerning public safety communications systems;

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Oversees and repairs technical programming of public safety communications equipment.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND/OR PERSONAL

CHARACTERISTICS: A good knowledge of the operations and capabilities of public safety communications equipment, including a fundamental understanding of the mechanical and electronic operation of such equipment; a good knowledge of the Federal Communications Commissions' rules and regulations as they apply to communications within the County of Genesee; a good knowledge of the geography of the County of Genesee and of emergency services within the County; ability to plan, assign, supervise and evaluate the work of vendors or employees assigned to details; ability to work with outside and internal agencies for the provision of emergency, police, medical, fire, highway and human services; ability to prepare and maintain accurate records and reports; ability to carry out oral and written instructions; ability to write legibly, possess good hearing and enunciate clearly and concisely; ability to field and resolve complaints of others and exercise tact; ability to operate computer, including word processing, database, and other software programs; printer, answering machine, recording equipment, calculation devices, telephone, copy machine and fax machine, radio equipment, and a variety of public safety communications equipment.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

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MINIMUM QUALIFICATIONS: Graduation from high school or possession of an appropriate equivalency diploma recognized by the New York State Department of Education, **AND EITHER:**

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree or higher in Computer Science, Computer Engineering, Electrical Engineering, Communications Technology, Emergency Management, Criminal Justice or related field;

OR:

- B. Graduation from a regionally accredited New York State college with an Associate's Degree in Computer Science, Computer Engineering, Electrical Engineering, Communications Technology, Emergency Management, Criminal Justice or related field and two (2) years of full-time, paid (or the equivalent part-time) experience in computer application analysis and deployment, database systems, radio communication systems or Public Safety systems management (e.g. 9-1-1 Computer Aided Dispatch, telephony or related systems);

OR:

- C. Four (4) years full-time, paid (or the equivalent part-time) experience in computer application analysis and deployment, database systems, radio communication systems or Public Safety systems management (e.g. 9-1-1 Computer Aided Dispatch, telephony or related systems)

NOTE: Part-time paid experience as indicated in A or B above will be considered on a pro-rata basis.

SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:

If offered employment, candidate must be willing to submit to criminal history checks by both the State of New York Division of Criminal Justice Services (DCJS) and the Federal Bureau of Investigation (FBI). Successful candidate will be required to pass additional background checks including screening, interviews, fingerprint checks, psychological exam(s), and may include polygraph. Possession of a valid driver's license at the time of appointment, and maintenance of such license throughout the tenure of employment in the position. The successful candidate will be required to maintain a residence within the County of Genesee throughout the tenure of employment in the position.

Competitive Class
Adopted 1/26/22