

Hanover County Government
Department of Communications
Emergency Communications Systems and Technology Manager
Salary: \$80,633.00 - \$95,000.00 Annually

General Description: This is a management level, technical position in the Emergency Communications Department. The incumbent will perform work of considerable technical difficulty in providing management oversight, guidance and expertise for the acquisition, installation and maintenance of the County's Public Safety P25 800 MHz Trunked Radio System, Public Safety microwave system, 9-1-1 phone system, and computer aided dispatch system and other 9-1-1 Technology.

Organization: The Communications Systems Technology Manager reports to the Director of Communications and oversees the County Radio Shop and other personnel as assigned.

Essential Functions:

- Supervises employees and performs related human resources functions.
- Supervises the work of internal technical staff to ensure the public safety radio system and 9-1-1 phone system, CAD system and other 9-1-1 technology objectives are met and all work is performed on schedule and according to specifications.
- Assists with financial operations of the department, including the development and monitoring of a division budget.
- Consults with County departments to ascertain communications needs and performs and/or supervises the planning, design, layout and installation of systems to meet those needs while ensuring compliance with all related State and Federal Codes.
- Develops policies, procedures and system operational objectives based on State and Federal rules and regulations and ensures all operations keep pace with technological advancements.
- Oversees the operation of the Public Safety 800 MHz Radio communication system, including service agreements with user agencies, site acquisition and tower leasing, equipment installation, vendor contracts, equipment repairs, and upgrades.
- Develops, negotiates and secures contracts with outside vendors for specialized services including system maintenance and related equipment.
- Provides technology leadership and management by identifying, recommending, and implementing 9-1-1 technology that support County needs by planning, monitoring said implementation, and selecting vendors and establishing contracts.
- Develops and oversees the establishment of a common protocol for all radio system users.
- Plans for, provides emergency staffing coverage related to communication systems, and conducts in-service training on new equipment use.
- Files and maintains FCC licenses for current and new radio system frequencies.
- Administers the ECC tower lease program, to include evaluation of co-location applications, coordination with applicant representative on technical submittals, development and review of tower site co-locations lease agreements, and updating appropriate lease rate structure.
- Serve as liaison for Hanover County on State, Regional and local boards, committees and other bodies as required.
- Communicates decisions and other information related to radio system operations and 9-1-1 Technology to County Officials, managers, local jurisdictions, and vendors as necessary.
- Ensures that an accurate inventory of all portable and mobile radio equipment is maintained.
- Prepares requests for Board action, submits monthly reports, and makes presentations to decision makers as necessary.
- Prepares communication system reports with specific emphasis on analysis of problems and recommended solutions.
- Attends meetings, training and other functions as required.
- Performs additional related duties as assigned.

Working Conditions:

- A. Hazards
 - Electrical – exposure to electrical connections, radio and microwaves.
 - Customers – interactions with difficult customers in stressful situations
 - Conditions – noisy work environment
- B. Environment
 - Office
 - Field – regular visits to communications radio tower sites
- C. Physical Effort
 - Must be able to lift radio communications equipment, computers and RF equipment.
- D. Exempt (Compensatory time only – hour for hour)

Knowledge, Skills and Abilities: Must be able to read, write and understand the English language and follow written and verbal instructions. Thorough knowledge of public safety P25 simulcast 800 MHz trunking emergency radio system, digital microwave systems, FCC regulations and response communications systems, procedures, practices and terminology. Comprehensive knowledge of the principles, procedures and operation of Public Safety radio emergency communications systems. Extensive knowledge of the relevant Federal, State and local regulations governing communications systems and services. Considerable knowledge of current best practices related to interoperability, encryption, physical security and system security. Also considerable knowledge and experience maintaining UPS systems, generators, power transfer switches and HVAC systems at tower sites. Ability to analyze technical information and prepare reports from technical information and to present this information in both oral and written form. Considerable skill in supervising and inspecting work of a support staff, who install, operate and maintain radio communications systems, analyzing cost and rate structures, designing and implementing preventive maintenance systems and working with County Officials, suppliers, contractors and the public. Ability to manage the day-to-day operations of a complex radio system network, 9-1-1 phone network, computer aided dispatch systems and to forecast future changes to those systems. Sound knowledge and management experience with 9-1-1 Communications Technologies and experience with and/or knowledge of cloud principles and broadband technology.

Education, Experience and Training: Bachelor's Degree in electrical engineering, electronics technology, Radio engineering or closely related field preferred. Formal education (degree or certification from an institution of higher education) in leadership, administration, or Business or Information Systems, Computer Science, or related field preferred. Five (5) years of directly related work experience in public safety with experience in managing, operating and maintaining a two-way radio communications radio system, microwave, electronic systems and 9-1-1 Technology systems, including two (2) years of supervisory experience, or any equivalent combination of experience and training which provides the required knowledge, skills and abilities compared to the above is acceptable. Desirable: APCO/NENA certifications in supervisory, managerial or leadership programs. NENA Emergency Number Professional (ENP) Certification.

Licenses/Certifications Required Criminal Justice Information Systems (CJIS) Security Awareness Training, Virginia Criminal Information Network (VCIN)/National Crime Information Center (NCIC) Access. Both within six months of hire.

Special Conditions:

- Complete Criminal Background Investigation
- U.S. Citizen
- Valid Commonwealth of Virginia Driver's License/Commercial Driver's License
- Pre-employment Physical Examination w/audiometric, and drug/alcohol test - repeated regularly thereafter.
- Twelve-month probationary period
- Work beyond normal work schedule and monthly on-call
- Essential staff designation
- Must wear safety equipment when required.

For more information or to apply for this position, please visit or career site at:

www.hanovercountyjobs.com