

PUBLIC SAFETY SYSTEMS SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative and technical position primarily responsible for researching, recommending, installing, integrating, networking, maintaining, troubleshooting and repairing a variety of hardware and software systems in support of collaborative Broome County's Public Safety sector activities. The Public Safety systems are configured to support numerous jurisdictions within Broome County including local, State and Federal agencies. This position works under the general direction of the Director of the Emergency Services with considerable leeway allowed for the exercise of independent judgment when planning and carrying out the duties of the position. This position requires a high degree of autonomy and the ability to make daily independent judgments to ensure that the Public Safety systems are fully operational. Supervision is exercised over subordinate employees. In support of these and other departmental activities, the incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

Establishes technology standards, procedures and policies for Public Safety system hardware, software, and collaborative data sharing functions;

Recommends Public Safety systems based on in-depth requirement analysis;

Assists with planning the short-range and long-range goals for Public Safety systems;

Works with the Director of Emergency Services to establish division budget;

Prepares technical bid specifications and proposals;

Analyzes and evaluates bid or proposal responses resulting in recommendations for hardware, software, telecommunications and other services;

Drafts and negotiates contracts for equipment, systems and professional services;

Assures vendor compliance with contract specifications and long-term software support and maintenance agreements;

Coordinates and supervises the evaluation, testing and installation of delivered materials;

Provides quality control for Public Safety services and products and provides feedback to increase standards of service;

Performs a variety of Public Safety systems hardware and software installations, configuration and training on the systems including features, usage, and system capabilities;

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Assures coordination and compatibility of hardware/software systems and performs necessary stages of research and maintenance;

Develops tests to assure system reliability, analyzes audit and systems log data, and develops procedures to increase fault tolerance;

Coordinates activities with other County Departments, local Public Safety agencies and New York State and Federal agencies to ensure seamless service delivery;

Provides guidance and assists in the development of resulting policy to meet required technology security protocols and data management practices within a multi-agency, collaborative Public Safety program;

Recognizes and communicates to County Departments and other Broome County Public Safety agencies the constraints of systems and technology services and determines the limitations of application, technology, departmental and financial resources;

Receives, evaluates, prioritizes, schedules work, and acts on customer requests for repair, installation or modification of Public Safety systems and the configuration thereof;

Maintains Public Safety systems with minimal disruption in service;

Maintains all county Land Mobile Radio and Microwave Federal Communications Commission licenses;

Supervises, manages, and evaluates subordinate employees in the division.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Public Safety systems and network administration;

Thorough knowledge of governmental functions;

Thorough knowledge of the techniques, methods, tools, equipment, and materials used in the installation, repair and maintenance of land-mobile, data and microwave communication systems and electronic equipment.

Good knowledge of the operational theory, parameters, and applications of radio frequency technologies, including analog, digital, microwave and wide-area networked systems, circuit design and RF electronics.

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Good knowledge of analog and digital point-to-point links and equipment such as balanced wireline, fiber, UTP, microwave, multiplexed T1 backhaul, and GPS based simulcast transmitter linking.

Good knowledge of state and federal rules, codes, regulations, and standards governing radio communications operations and installation.

Ability to detect defects in the operation of radio communication and electronic equipment and to skillfully perform technical repairs and installations.

Ability to read and understand complex schematic diagrams, blueprints, wiring diagrams and technical service manuals and the ability to use RF related mathematics to diagnose equipment operation parameters.

Ability to use computer systems and applications at an intermediate level for radio configuration, programming and repair, as well as Microsoft Office applications for correspondence, record keeping, inventory management and reports.

Ability to communicate effectively, both orally and in writing.

Ability to establish and maintain effective working relationships.

Skill in the operation of computer and communications equipment;

Ability to learn new technology;

Ability to supervise the work of others.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science, Electrical or Computer Engineering, Communications Technology, Business Administration or closely related field **AND** three years' experience as a computer programmer or electronic technician; OR

B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science, Electrical or Computer Engineering, Communications Technology, Business Administration or closely

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related field **AND** five years of experience as a computer programmer or electronic technician; OR

C) Graduation from High School or possession of a high school equivalency diploma **AND** seven years of experience as a computer programmer, electronic technician, technician in public safety radio or 911 systems, or computer systems programmer with design experience and supervisory experience; OR

D) An equivalent combination of training and experience as defined by the limits of A), B), and C) above.

SPECIAL REQUIREMENTS:

1) Possession of the appropriate level Motor Vehicle Operator's license at time of appointment; AND

2) Possession of either a:

* valid APCO Two-Way Radio Technician Certificate or NABER Two-Way Radio Technician Certificate; OR

* NARTE Two-Way Radio Certificate; OR

* FCC Amateur Radio License - Technician Class or higher; OR

* FEMA Communications Unit Leader Certification.