

POSITION: Assistant Chief of Electronic Services
GRADE: 10N

FLSA: Exempt
DATE: 02/09

Job summary: An employee in this class with direction from the Director of Emergency Services will supervise, manage and oversee the Electronic Services Division and its personnel. This will include the overall technical aspects of the communications and radio equipment for an emergency communications network; installs, maintains, and repairs to the communications equipment; performs other duties as assigned.

Essential Functions:

1. Communicate daily with emergency and police communications operators as well as fire and rescue personnel;
2. Monitor daily activity to ensure data security and accuracy and provide in-service training on system, both internally & externally;
3. Directly supervise the Communications Technician and Communications Installer;
4. Receive input as to changes in dispatch assignments;
5. Design and manage overall system maintenance;
6. Establish schedule for routine maintenance;
7. Coordinate with all user agencies for installations, repairs and maintenance;
8. Prepare system and agencies for future technologies;
9. Maintain contact with department/agency supervisors to assist and provide system analysis and recommendations as well as contact with CAD vendor to troubleshoot and maintain performance of system;
10. Coordinate hardware repairs and system updates with the Department of Information Technology (IT), as well as performing daily activity to ensure security and accuracy of data;
11. Coordinate and monitor the CAD Redundancy system to confirm proper entry and readiness of backup systems in case of an emergency switchover;
12. Ensure automated system is operated in accordance with Cecil County Emergency Communications SOP's;
13. Coordinate the overall technical aspects of the County telecommunications network, including the daily activities of the Department of Emergency Services, install and maintain communications equipment including fire, police, and emergency medical services radios and 9-1-1 emergency communication equipment;
14. Maintain current knowledge of technological advancements, assess communications needs and make recommendations regarding equipment and systems for changes to operations needed;
15. Provide quality assurance and control for communications equipment installation and repairs;
16. Ensure compliance with local, state, and federal mandates and safety issues;
17. Maintain accurate records of services performed;
18. Perform bench level repairs of appropriate two-way radio equipment, both base and mobile;
19. Report to work regularly and on time;
20. Remain available for after hours emergency coverage 24/7;
21. Coordinate, update program, perform daily activity to ensure security and accuracy of data, perform training of users of the CAD, both internally and externally.
22. Develops programs for providing reports through the CAD vendor.
23. Maintain membership on Maryland Interoperability Study Group for future communications;
24. Perform other duties as assigned within the Department of Emergency Services.

Required Knowledge, Skills, and Abilities:

1. Thorough knowledge of radio and electronic communications systems and equipment, including their components and functions, standard methods, materials and tools used in installation;
 2. Thorough knowledge of applicable local, State, and Federal communications mandates and safety issues;
 3. Must be able to schedule, assign, and evaluate the work of communications technicians;
 4. Ability to develop budgets;
 5. Must read and understand wiring diagrams and technical manuals including those related to software applications;
 6. Ability to maintain accurate records of services performed;
 7. Ability to communicate effectively both verbally and in writing in a professional and articulate manner;
 8. Must demonstrate strong organizational skills.
 9. Ability to review and analyze existing information and make informed and sound decisions;
 10. Ability to operate relevant computer systems, including hardware and software, and simple office machines;
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Education and Experience:

1. High School diploma or G.E.D.;
 2. Master Technician Certification;
 3. Additional courses in elementary electricity, electronics, and communications equipment;
 4. Six or more months specialized training in the repair of mobile radio equipment;
 5. Two or more years experience in the installation, troubleshooting, maintenance, and repair of such equipment;
 6. Or equivalent technical training, education, or experience;
 7. Valid Driver's License;
 8. Valid FCC Class I License;
 9. Formal training in a recognized electronics trade school preferred;
 10. Experience in security network administration to include (but not be limited to) zone controlled access points, camera and multiplexer operation, identification printing and management, biometrics etc.
 11. Two years of hands-on technical experience with computerized management systems;
 12. Or equivalent technical training, education, and/or experience.
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Physical and Environmental Conditions: Work demands occasional strenuous effort. For example, handling of moderately heavy boxes, moderately heavy tools, equipment, or materials, or walking/climbing or sitting/standing in a fixed position or extended periods of time.

Work involves risks or discomforts which require special safety precautions, e.g., working around machines, electronic equipment, etc. Employees may be required to use protective clothing or gear such as gloves, goggles, or boots; may require working in adverse weather conditions or climbing towers or antennas.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of this job.