



City of Kalispell

FLATHEAD EMERGENCY COMMUNICATIONS CENTER Position Vacancy Announcement

POSITION: 911 Radio Communications Administrator DATE OPENED: 9/9/20

DEPARTMENT: Flathead 911 CLOSING DATE: 9/30/20

If you have any questions about this position vacancy, call: (406) 758 - 2494

NUMBER OF POSITIONS OPEN: 1

BARGAINING UNIT: _____

FULL TIME

REGULAR
(YEAR ROUND POSITION)

IF APPLICABLE:

TRAINING WAGE: \$ _____ per _____

PART TIME

SEASONAL

STARTING WAGE: \$ 31.46 per Hour

SALARY AT:

TEMPORARY

1 YEAR STEP: \$ 32.72 per Hour

2 YEAR STEP: \$ 34.02 per Hour

3 YEAR STEP: \$ 34.71 per Hour

VISIT https://flathead.mt.gov/human_resources/downloads.php FOR BENEFIT INFORMATION.
SEE ATTACHED JOB DESCRIPTION. Additional information:

See Job Description (attached)

APPLY FOR THIS POSITION AT FLATHEAD COUNTY'S WEBSITE:

https://flathead.mt.gov/human_resources/apply/

ALL COMPLETED APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY THROUGH FLATHEAD COUNTY'S WEBSITE BY 5:00 PM ON THE CLOSING DATE. Paper, faxed or email applications will not be accepted.

Flathead Emergency Communications Center's pre-employment process includes reference checks and criminal history checks. A record of criminal conviction will not necessarily bar you from employment. Depending on the position, the pre-employment process may also include skill testing and drug/alcohol testing.

FLATHEAD EMERGENCY COMMUNICATION CENTER IS AN EQUAL OPPORTUNITY EMPLOYER

Flathead Emergency Communication Center (FECC) is an equal opportunity employer. FECC shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title: 911 Radio Communications Administrator

Job Code: 14422

Department: Flathead Emergency Communication Center (FECC)

Pay Grade: Stnd 41

Reports to: 911 Technology Program Manager

FLSA Status: Non-Exempt

Exempt

Department Overview: Flathead Emergency Communication Center (FECC) is the umbrella organization over 911 Dispatch, 911 IT/GIS, and the Public Safety Radio Communications Department. FECC serves as the public safety answering point for 911 calls, dispatches needed assistance, and provides a public safety radio communication system in Flathead County, Montana.

Job Summary: This position is responsible for procurement, implementation, repair, and maintenance of the emergency services radio communications systems for the Flathead Emergency Communications Center. Must have qualified expertise in radio frequency utilization plans and radio frequency management.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Coordinates all of the emergency services radio communications activities.
- Plans and purchases communications equipment incorporated into FECC.
- Works closely with state and federal agencies, as well as surrounding local government agencies to design, procure, implement, and maintain an interoperable trunking radio communications system to include radios and towers.
- Monitor and analyze processes and performance to identify improvements for effective delivery of emergency services.
- Research the standards, regulations and technologies affecting public safety services. Plan, assist with budget and make recommendations to enhance delivery of such modifications.
- Plan and schedule major projects such as installations, upgrades, conversions or moves; coordinate with stakeholders including management, end users, vendors and contractors.
- Administers the continuing development and design of the communications system.
- Responsible for network coordination, Federal Communications Commission frequency coordination and licensing, and the development and implementation of a public safety radio frequency utilization plan.

- Recommends or performs remedial actions to correct problems. This is done on a 24/7 basis with call out and remote connection.
- Provide updates, status and completion information to the supervisor. Provide budgetary plans, estimates, and recommendations for system maintenance, upgrades and enhancements.
- Works closely with user agencies to ensure the design and specifications of the system meet local needs.
- Provide technical support, training, information, and assistance to users; troubleshoot and resolve problems.
- Develops and implements disaster recovery plans and security procedures.
- Develop and distribute telecommunications standards and policies with respect to the emergency services' communications systems and services.
- Oversee all routine and emergency maintenance on the system. Provides training and updates to current and future system personnel.
- Communicate with management, other departmental employees, vendors, contractors, and members of partner agencies as needed to coordinate work activities, review status of work, exchange information, or resolve problems or respond to requests for service or assistance.

Non-Essential Functions:

- Perform other duties as assigned including but not limited to providing support to other departments besides the ones normally assigned, manage special projects, attend meetings and conferences, provide backup for other staff, participate in training, etc.
- Attend conferences, workshops, and training to gather information and receive instruction on new technology in the Radio Communications fields and to coordinate efforts with external vendors and partners.
- Assists in periodic maintenance duties including backup power generation system, uninterruptible power supplies, and air conditioning and HVAC systems, as well as any other facility, grounds and vehicle maintenance as needed.

Physical Demands and Working Conditions:

- The employee is constantly required to use hands to handle or feel objects and to type and use the keyboard and mouse.
- Frequently required to sit, talk, write, listen and read.
- The employee may infrequently be required to stand, walk, climb, balance, stoop, kneel, crouch or crawl and reach with hands and arms.
- The employee is frequently required to lift and/or move up to 75 pounds.
- The noise level of the building is usually moderate; however, employee is occasionally subjected to loud equipment noise.
- Most work is performed in a normal office environment but some occurs at remote mountaintop repeater sites or in other locations.

- Will require weekend or after hours work as needed or in the case of disasters, emergencies or special projects.
- Work on tower based antenna and communications equipment.
- Travel in or on company vehicles, ATVs, snowmobiles and livestock, to remote sites to maintain communications infrastructure. Travel may occasionally be required to other radio locations in the State

Knowledge, Skills, and Abilities:

The job requires knowledge of:

- Computer software for word processing, statistics gathering, creating presentations and spreadsheets.
- Public Safety Technology Planning (Technology, Network and Operation.
- City/County frequencies (databases, updates, permit process, and publications).
- Fiscal accounting.
- Routine public safety operations.
- Radio frequency utilization plan and radio frequency management.
- Theories, principles, and practices of administration and the ability to implement a complex program that crosses multiple jurisdictions.
- Telecommunications, public safety communications, and information processing principles.
- Technical operation and compatibility of terminal and carrier transmission technologies for voice and data applications.
- Microwave technology and operation.
- Experience in utilization of mobile communications in support of complex incidents.

The job requires skill in:

- Customer service, including maintaining a positive attitude during times of stress.
- Working in a fast-paced environment to answer phones, diagnose and resolve radio communications problems.
- Operating a wide variety of desktop hardware including workstations, laptops, mobile devices, printers, scanners, copiers, telephones and more.
- Working in a team environment and knowing when to escalate support to a software vendor, or outside support.
- Designing and maintaining a regional trunked radio communications system, to include the fleet mapping process.

The job requires the ability to:

- Keep abreast of the latest changes in radio communications systems.
- Independently research and solve complex problems.
- Research and follow best practices and standards.
- Multi-task and remain calm under stressful circumstances.
- Establish and maintain effective working relationships with state agencies, political subdivision, public telecommunications users and the public.
- Understand and execute written and oral instructions.
- Clearly and concisely form and express ideas and concepts, both orally and in writing, and interpret and present technical information and findings to various audiences.
- Think logically and accurately to apply security policies.
- Obtain and maintain a current Montana driver's license.
- Obtain and maintain a tower climbing certification from an approved certifying agency.

- Understand and follow confidentiality requirements.
- Meet the security approval by the Flathead Emergency Communications Center and Federal NCIC and State CJIN requirements.
- Work within established safety and quality standards and work with minimum supervision.

Education and Experience:

High school graduation or equivalent required; Bachelor degree in Telecommunications, Telecommunications Management, Electronics, Electrical Engineering, Information Technology, or related area preferred; and 2 years of experience managing a public safety radio system; or any equivalent combination of education and experience indicating possession of knowledge, skill, and abilities listed.

Action	Date	Reference
Revised	09/09/2020	FECC Board Minutes