

RIVERCOM 911

JOB DESCRIPTION



Title:	RADIO SYSTEMS TECHNICAL MANAGER
Division:	Administration
Reports To:	Director
Bargaining Unit:	None
Status:	Fulltime, Exempt
Date:	November 2011

JOB SUMMARY:

RiverCom is a Public Safety Answering Point (PSAP) that operates twenty-four (24) hours a day, seven (7) days a week processing emergency 911 and non-emergency calls-for-service and dispatching thirty-two (32) law, fire, and emergency medical public safety agencies within Chelan and Douglas counties. RiverCom is responsible for maintaining and upgrading eighteen (18) remote mountain radio site facilities and five (5) valley radio sites in Chelan and Douglas counties. It is the intent of RiverCom to significantly expand the radio network system within the next five (5) years to include simulcast and narrowband capabilities.

The position of Radio Systems Technical Manager is an at-will position reporting to the Director of RiverCom 911. Funding for the position of Radio Systems Technical Manager is directly tied to the 2010 Communications Tax Measure which is scheduled to sunset in 2020.

The Radio Systems Technical Manager is responsible for the timely upgrade and build-out of the two-county regional public safety communications radio system under the intent and funding provisions of the 2010 Communications Tax Measure; the planning, development, and project management of simulcast narrowband communication infrastructure; the effective utilization of not only new, but also existing equipment, based on recommendations outlined in a prior engineering study; and, the application of new system technology based on public safety communications industry forecasts. The Radio Systems Technical Manager should have experience with conventional simulcast two-way radio systems. The scope of work to be performed includes fabrication, adjustment, repair, and replacement of radio systems, circuits, and components; the compilation and maintenance of various system records such as FCC licenses, parts, inventory, and equipment activity logs; budgeting and recommendations for purchasing systems and equipment; providing ongoing technical reports both verbally and in writing.

Continued employment shall be contingent upon satisfactory completion of annual job performance evaluations.

EXAMPLES OF ESSENTIAL JOB DUTIES:

Essential duties include, but are not limited to, the following:

- The timely upgrade and build-out of the two-county regional public safety communications radio system under the intent and funding provisions of the 2010 Communications Tax Measure
- Regular predictable attendance
- Work a 40-hour per week schedule, generally required to be on-site eight (8) hours per day, five (5) days per week, with the ability to extend or adjust work hours on short notice as needed
- Work as required to complete projects and perform tasks in desired timeframes
- Respond on short-notice to RiverCom, radio sites, or other sites to assist with emergent technical problems
- Work evenings and weekends as may be required for meetings, cut-overs, and emergency recall for essential system problems, failures, significant events, or training
- Communicate, as may be required to perform the duties of the position, by cell phone voice or text twenty-four (24) hours per day seven (7) days a week
- Conduct work in accordance with RiverCom Administrative Policy and Procedure
- Adhere to high-level and strict confidentiality standards while maintaining the security of equipment, programs, data, and information, and when dealing with sensitive or protected information
- Establish and maintain respective, cooperative, productive, and effective working relationships with RiverCom and affiliated member agency personnel
- Maintain a positive customer service attitude at all times
- Provide leadership, and work constructively, in group problem solving situations as a representative of RiverCom
- Effectively communicate technical information in both technical and non-technical ways during formal meetings and informal training
- Effectively plan and organize work, meet deadlines and complete tasks within the prescribed timeframes
- Regularly prepare written reports and provide verbal project updates to the Director, the project oversight committee, and the RiverCom Administrative Board
- Regularly coordinate plans and projects with RiverCom's Information Systems/Technical Manager, Operations Manager, and Administrative Services Manager
- Manage timely up-grades and build-outs of RiverCom regional public safety communications radio systems within the provisions of the annual budget
- Ensure that RiverCom radio systems are installed, and maintained at a state of readiness

- Maintain an up-to-date knowledge of emerging technology relevant to public safety radio equipment and systems
- Research and develop radio system build-out site acquisition plans, to include some preliminary contact and discussions
- Manage a variety of communications equipment repair, maintenance, installation, modification and design functions, both on premise and remote sites in conjunction with outside service providers
- Make recommendations to member agencies as to the improvement and maintenance of their radios and radio systems in keeping with the goals and objectives of RiverCom
- Maintain service parts listing and inventory, radio equipment inventory and capital inventory related to RiverCom radio systems
- Perform frequency and audio-level tests on radio equipment, troubleshoots problems and develops solutions
- Install radio site antenna systems, power equipment, towers, coaxial cable, and ancillary equipment
- Provide technical assistance, direction, and coordination to contractors and vendors for a variety of jobs related to on-going RiverCom projects
- Monitor work being performed by contractors to ensure compliance with bid or contract specifications
- Coordinate with vendors or manufacturers to obtain warranty repair service
- Establish, document, and maintain appropriate preventative maintenance programs
- Establish, document, and recommend budgets for equipment replacement
- Perform other related work as required

TYPICAL WORK ENVIRONMENT:

Approximately fifty percent (50%) of work will be performed at RiverCom in a secure, window-less office environment under artificial lighting, and sometimes reduced lighting. Other work is performed in alternate locations such as at outdoor radio sites which may include working in adverse weather conditions. Other conditions apply as follows:

- There is minimal support staff dedicated to this position
- Required to follow RiverCom code of conduct and dress code policies
- RiverCom is a non-smoking workplace; the use of tobacco products or simulated smoking devices of any type is strictly prohibited in the facility and at work sites
- Weapons are strictly prohibited within the facility, on the premises, and at work sites

- There is no expectation of privacy, the Freedom of Information Act applies to all transactions performed by RiverCom employees, all automated and some verbal transactions are recorded, archived, and available to the public by request

PHYSICAL REQUIREMENTS:

- A medium amount of bending and lifting is required to perform work, must be able to lift up to seventy (70) pounds unassisted
- Work may be performed under all types of weather conditions and various types of terrain
- Work performed may include crawling in confined space, climbing ladders, climbing antenna towers, support structures, and poles to access and repair equipment
- Adequate hearing, visual acuity, manual dexterity, and mental disposition to fully and satisfactorily perform scope of responsibility

REQUIRED SKILLS AND CHARACTERISTICS:

- Knowledge of radio systems including conventional, trunked, simulcast, and microwave
- Knowledge of the principals of analog and digital electronics, microprocessor technology and fiber optic networks, hardware and software
- Knowledge of networks and equipment specific to 911 dispatch center operations
- Knowledge of electrical and power system design and operation
- Knowledge of current and anticipated trends and advancements in emergency telecommunications
- Knowledge of FCC rules and regulations as they apply to public safety radio and microwave systems
- Knowledge of radio signal propagation, transmitter-receiver characteristics, transmitter-receiver combining, and microwave communications theory
- Skill in engineering and maintaining complex technical systems
- Skill in using Microsoft Word and Excel, as well as programs related to communications engineering and technical systems programming
- Skill as a Supervisor to aid and/or oversee other vendor or contract personnel working on Agency projects
- Ability to write, and explain as needed, technical specifications, project proposals, bids and technical system operational instructions for professional peers, vendors, employees and member agency personnel

REQUIRED QUALIFICATIONS:

- Ability to communicate fluently in English, both verbally and in writing
- High School diploma or G.E.D
- United States citizenship or Permanent Resident Card
- Valid Driver's License issued by current State of residence
- Must be substance free, to include prescription drugs that impair cognitive skills, driving ability, or ability to safely operate equipment
- No illegal or addictive drug use for at least three (3) years prior to date of application, nor use after appointment
- Must successfully complete and pass a polygraph test, law enforcement background check, health and drug screening, and credit check
- Experience in the installation, maintenance, testing and repair of public safety radio systems, including UHF, VHF, M.W. and associated electronic equipment
- Progressive responsibility and/or supervisory experience in the communications maintenance field commensurate with the position
- Experience in project management such as general operational planning, resource management, project oversight, costing and procuring goods and services, project budget preparation and management, successful implementation and completion of projects on time and within budget, preparation and delivery of accurate and detailed reports and record keeping
- Possession of a general class radio-telephone license or competency certificate issued by an FCC sanctioned licensing agency

CONTINUED LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS:

Continued employment is conditional on meeting the following criteria:

- Maintain a valid Washington State Driver's License and the minimum amount of automobile insurance required by Washington State law
- Maintain a valid Washington State Patrol ACCESS certification and fingerprint card
- Maintain regular predictable attendance

The statements contained herein reflect general details describing the primary functions of this job, the level of knowledge and skills typically required, and the scope of responsibility required to fulfill the basic functions of the job. This job description is not an all inclusive list of work requirements. This job description does not constitute a written or implied contract of employment.