

Job Description: COMMUNICATION DIRECTOR & 9-1-1 PUBLIC SAFETY ANSWERING POINTS COORDINATOR

CLASS NO. 601

EEOC CATEGORY: Professionals

PAY GROUP: 26

FLSA: Exempt

SUMMARY OF POSITION

Coordinates Communications for all departments with Telcos, Long Distance carriers, and radio. Coordinates 9-1-1 activities with HGAC, law enforcement and emergency service providers. Coordinates with Information Technology Committee to improve and maintain IT systems and Wireless Network.

ORGANIZATIONAL RELATIONSHIPS

1. Reports to: Commissioners' Court
2. Directs: Has daily contact with technical team members, department heads and employees, county officials, vendors, contractors and the general public.

EXAMPLES OF WORK

Essential Duties*

911 PSAP Administrator – Coordinates with Emergency Management, Sheriff's Office, Telco's, and HGAC to ensure continuity of E911 services.

Communications – Coordinate with Sheriff's Office, other departments and surrounding Counties / Agencies to ensure countywide radio system is maintained and upgraded as required.

County Network – Maintain and improve County network as directed by IT Committee. Assist IT Director and Network Security Administrator in maintaining County network as well as the wireless network.

Coordinate with all departments on communications needs such as telephones, radios, cell phones, paging, and long distance services.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Must have a working knowledge of current telephone company equipment and procedures;

Must have proficient knowledge of two-way trunking, radio systems and programming;

Must be proficient in computer networking, computer systems, and PC's;

Ability to communicate effectively by both oral and written forms;

*For the purpose of compliance with the Americans with Disabilities Act (ADA)
This job description does not take into account potential reasonable accommodations.
Updated and Approved CC 8/12/2014

CLASS NO. 601 (Continued)

Ability to establish effective working relationships with volunteer groups and the public;

Ability to organize and handle multiple, simultaneous tasks with limited time constraints;

Ability to perform troubleshooting tasks that relate with radio and phone communications, as well as networking;

Ability to work with maps and work accurately with numbers and computer applications;

Ability to work with minimal supervision;

Must have valid Texas Driver License.

Must be able to attend monthly County Wide Fire and Rescue Association meetings to update volunteer Fire and EMS groups on County radio and paging communications;

Must be able to travel and attend occasional out of town and state conferences and meetings.

ACCEPTABLE TRAINING AND EXPERIENCE

Bachelor's degree in public administration or business management, plus at least two years of related experience, at least one of which involved supervision;

or high school diploma, or its equivalent, plus at least six years of related experience, at least one of which involved supervision;

or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.