

Recruitment Profile

Regional Radio System Manager – ESVA 9-1-1 Commission

Summary:

The Eastern Shore of Virginia 9-1-1 Commission is seeking an experienced individual to serve as the Regional Radio System Manager for the new regional radio system being implemented (five RF sites, P25, trunked, 700 MHz). This newly created position will manage and administer the daily operations and functionality of the regional radio system, ancillary systems, communications sites, and other aspects of the regional radio system.

This recruitment profile provides background information on the 9-1-1 Center, lists the position essential functions, outlines the qualifications, experience and other expectations determined to be necessary and desirable for the position of Regional Radio System Manager, information on compensation and benefits, and the application process.

Those desiring to be considered, please submit a cover letter and resume, with salary expectations and professional references to the Director of the 9-1-1 Center, at jflournoy@co.northampton.va.us, mailed to P.O. Box 337, Accomac, VA 23301, or at the 9-1-1 Center, 23201 Front Street, Accomac, VA 23301. ---The position is open until filled; first review of candidates is expected to begin around September 15th, 2023

About the ESVA 9-1-1 Center:

The Eastern Shore of Virginia 9-1-1 Communications Center (ESVA 9-1-1) serves the two southern most counties on the Delmarva Peninsula, Accomack and Northampton Counties, and includes the islands of Chincoteague and Tangier. All 9-1-1 calls are received by the Center, including text and VOIP 9-1-1 calls. The Center is capable of and committed to receiving Enhanced Wireless 9-1-1 Phase I and Phase II Calls.

In 2022 the Center processed just over 31,000 9-1-1 calls, along with thousands of additional non-emergency calls and dispatched almost 12,000 Fire and Emergency Medical Services incidents. Fire and Emergency Medical Service (EMS) calls are handled and dispatched directly to fire and EMS agencies by the staff of the Center. Most law enforcement calls are transferred to local Sheriffs' Offices, the Chincoteague Police Department, or the Virginia State Police for handling and dispatching.

The ESVA 9-1-1 Communications Center uses Motorola Solutions' Emergency CallWorks telephone call handling equipment and software. The Computer Aided Dispatch system is provided by Central Square Technologies, and current radio dispatching is supported by four Motorola MCC5500 communications consoles.

Current personnel include a 9-1-1 Director, a Deputy 9-1-1 Director, three 9-1-1 Supervisors, eleven full-time 9-1-1 Communications Officers, and four part-time 9-1-1 Communications Officers. The 9-1-1 Director is appointed and serves at the pleasure of the governing body, the ESVA 9-1-1 Commission.

Roles & Responsibilities:

The Regional Radio System Manager reports to the 9-1-1 Director.

Essential Functions:

- A. Supervise employees (as/if future needs/responsibilities evolve), and perform related human resources functions.
- B. Coordinate efforts to ensure the regional radio system objectives are met, with work and maintenance performed on schedule and to specifications.
- C. Assist with the financial planning and operations of the 9-1-1 Commission, related to the regional radio system and related systems.
- D. Coordinate the planning, design, layout, and installation of radio system needs; including ensuring compliance with all related codes and compliance (local, state, federal), including assuring FCC licensing compliance.
- E. Coordinate policies, procedures, and radio system objectives to ensure all operations keep pace with technological advancements.
- F. Manage the operation and maintenance of the regional radio system, associated microwave/connectivity systems, and subscriber units/radios, including service agreements with user agencies, tower site needs, equipment installation, vendor contracts, equipment/system repairs, and upgrades.
- G. Develop, negotiate, and secure contracts with outside vendors for specialized services needed for system maintenance and related equipment.
- H. Provide technology leadership and management by identifying, recommending, and implementing needs for the regional radio system.
- I. Develop and oversee the establishment of common protocol for regional radio system users.
- J. Conduct training as needed on system/equipment use, related to the regional radio system.
- K. Serve as liaison of the ESVA 9-1-1 Commission on local, regional, and/or state committees or other groups related to the regional radio system.
- L. Communicate decisions and other information related to regional radio system operations to officials, governing bodies, vendors, as needed.
- M. Manage and ensure an accurate inventory of radio equipment (subscriber and infrastructure), including regular audits of such equipment.
- N. Assist with maintenance and coordination of repairs for infrastructure of radio system equipment and perform basic repairs to subscriber equipment to the component level (including preventative maintenance and alignments to subscriber radio equipment).
- O. Serve as being on-call as needed for regional radio system needs.
- P. Interface with public-safety end-users, dispatch center staff, and others as needed to translate operational needs to solutions (related to radio system operations).

- Q. Perform basic maintenance and repair of the regional radio system (in coordination with vendor(s)) including dispatch consoles, computer hardware, network hardware, RF radio equipment, and supporting systems (including, but not limited to UPS systems, generators, and the microwave/connectivity systems)
- R. Develop and coordinate subscriber programming files (code-plugs/personalities), perform programming of subscriber radios (including pagers), generate, maintain, and load cryptographic keysets (encryption).
- S. Coordinate and manage radio/communications/interoperability systems outside of the regional radio system as required and directed.
- T. Prepare radio system reports with emphasis on analysis of problems and recommended solutions.
- U. Attend meetings, trainings and other functions as required or directed, including preparing requests for 9-1-1 Commission action, submitting regular reports, and making presentations to decision makers as needed.
- V. Keeps abreast of technology necessary to operate efficiently and effectively.
- W. Assists in communicating decisions and other information related to radio system operation to 9-1-1 Commissioners, County Officials, and vendors as necessary.
- X. As directed, assist in implementation, coordination, and maintenance of other technologies for 9-1-1 Center operations.
- Y. Performs related/other work as assigned.

In coordination with the 9-1-1 Director and Deputy 9-1-1 Director, coordinates radio system maintenance and other needs for the regional radio system. Works with vendors and users to provide effective means of public safety communications interfacing dispatch centers and public safety agencies.

Qualifications, Education & Experience:

High school graduate or GED. Five (5) years of directly related work experience in public safety with experience in managing, operating, and maintaining a two-way radio communications radio system, microwave, electronic systems and 9-1-1 technology systems; any equivalent combination of experience and training which provides the required knowledge, skills and abilities compared to the above is acceptable. Professional certifications/achievements, such as, but not limited to, NENA Emergency Number Professional (ENP) certification, or APCO Registered Public Safety Leader (RPL) certification, or others, may be beneficial to this position. This position will require a background check and drug screening.

Other Expectations:

- Absolute integrity, ensuring ethical, equitable, honest, fair, open, and personable interactions with all employees, community members, the Deputy 9-1-1 Director, and the Director.
- Excellent communications and interpersonal skills, including the ability to listen effectively and understand differing views.

- A promoter of teamwork and collaboration among cooperative agencies and across the region.
- Must be able to establish and maintain effective working relationships with ESVA 9-1-1 Commissioners, county officials, other public safety officials, citizens, and vendors.
- Short-term, immediate actions will be to engage with the 9-1-1 Director and others to learn and understand the details of the planned regional radio system being implemented.
- In areas where may be deficient, learn what is needed to be successful in the essential functions of this position.

Compensation & Benefits:

The anticipated hiring salary range is \$57,000-\$62,000 depending on qualifications and experience. The successful candidate will be offered a full benefits package including participation in the Virginia Retirement System, health insurance coverage, Deferred Compensation, Flexible Spending (Health), paid time off, professional development support and other benefits as identified and approved by the ESVA 9-1-1 Commission.

Application Process:

To be considered, please submit a cover letter and resume, with salary expectations and professional references to the Director of the 9-1-1 Center, at jflournoy@co.northampton.va.us, mailed to P.O. Box 337, Accomac, VA 23301, or at the 9-1-1 Center, 23201 Front Street, Accomac, VA 23301.

The position is open until filled; this review of candidates is expected to begin in early December 2023 - Questions or inquiries may be directed to Jeffrey Flournoy, 9-1-1 Director at 757-787-0909 or jflournoy@co.northampton.va.us

For additional information about ESVA 9-1-1 Center operations, visit: <https://www.esva911.org/>

The Eastern Shore of Virginia 9-1-1 Commission is an Equal Opportunity Employer.