

Position Description – ESVA 9-1-1 Commission

Regional Radio System Manager

Salary/Wages: Grade 15 of Salary Schedule (minimum listed as \$57,687, annually)

Classification Type: Full-Time

Location: ESVA 9-1-1 Center, Accomac, VA (office location), including work in the field in both Accomack and Northampton counties (occasional travel outside counties)

General Description: This is a management/technical position, performing work of considerable technical difficulty providing coordination, management, oversight, guidance, and expertise for the implementation, operation, and maintenance of the ESVA's regional radio system (P25, trunked, 700 MHz), the associated microwave/connectivity systems, and as directed, assisting in the coordination of maintenance/support for subscriber units/radios and other technologies for the 9-1-1 Commission. The Regional Radio System Manager, as directed and/or needed by the 9-1-1 Director, provides consultation and technical guidance to the 9-1-1 Director and/or 9-1-1 Commission relating to the regional radio system and associated systems. This position, as needed/as directed, may also assist with the implementation, operation, and maintenance of other technologies for the 9-1-1 Commission.

Organization: The Regional Radio System Manager reports to the 9-1-1 Director and will manage and administer the daily operations and functionality of the regional radio system, ancillary systems, communications sites, and other determined aspects of the regional radio system.

Essential Functions/Duties:

- 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.
- 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 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 radio system 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.

- 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. Assist in implementation, coordination, and maintenance of other technologies for 9-1-1 Center operations.
- Y. Performs related/other work as assigned.
- Z. The omission of specific duties/functions does not preclude the assigning of duties that are logically, related to the position.

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.

Working Conditions:

- A. Hazards – Contact with staff and public in difficult and stressful situations and may work in noisy work environment, and around radio communications electronics and equipment (including exposure to electrical connections, radios, and microwave systems).
- B. Environment – Office and field (such as at radio communications sites or other public safety locations)
- C. Physical Effort – Must be able to lift radio communications equipment, computers, and other related radio system equipment (occasional pushing, pulling, carrying, lifting of 50 lbs.)
- D. FLSA Classification – Non-Exempt

Knowledge, Skills, and Abilities:

General knowledge of principles, procedures, and operations of Public Safety two-way radio emergency communications systems; required. Must have the skill and ability to handle multiple projects simultaneously and to communicate effectively both verbally and in writing. General computer literacy; required. Must be able to establish and maintain effective working relationships with 9-1-1 Commissioners, county officials, other public safety officials, citizens, and vendors. Must be able to read, write and understand the English language and follow written and

verbal instructions. Must have the ability to manage the day-to-day operations of a radio system network and to forecast future changes to the system.

Moderate knowledge of public safety P25 simulcast trunking emergency radio system, digital microwave systems, fiber connectivity, FCC regulations and response communications systems, procedures, practices, and terminology; preferred. Moderate knowledge of the relevant federal, state, and local regulations governing communications systems and services; preferred. Moderate knowledge of best-practices related to interoperability, encryption, physical security, and system security; preferred. Moderate knowledge and experience maintaining UPS systems, generators, power transfer switches and HVAC systems at tower sites, preferred. Sound knowledge and management experience with 9-1-1 communications technologies; preferred. Working knowledge of Fire, EMS, and Law enforcement operations; preferred. Moderate knowledge of Computer Aided Dispatch and Call-Handling Equipment; preferred. Ability to analyze technical information and prepare reports from technical information and to present this information in both oral and written form; preferred. Considerable skill in supervising and inspecting work of a support staff/vendors who install, operate, and maintain radio communications systems, analyzing cost and rate structures, designing, and implementing preventive maintenance systems and working with government officials, suppliers, contractors, and the public; preferred.

Education, Experience, and Training:

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.

Other Conditions:

- A. Six-month probationary period
- B. Essential staff designation
- C. Work beyond normal work schedule – including call-back/on-call
- D. Pre-employment substance abuse test, repeated in accordance to policy thereafter
- E. Background screening
- F. Valid driver's license

Evaluation:

Performance of this job will be evaluated in accordance with ESVA 9-1-1 Commission policy and conducted by the 9-1-1 Director, using information from various sources to study and review the position holder's ability and effectiveness in carrying out the above responsibilities.

This job description should not be interpreted to be all inclusive and is not designed to cover or contain a complete listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change or new ones may be assigned at any time with or without notice as approved by the 9-1-1 Director and or the Commission.

ADA:

The employer will make reasonable accommodations in compliance with the American with Disabilities Act of 1990.

EEOC Statement:

The Eastern Shore of Virginia 9-1-1 Commission shall provide equal employment opportunity in all phases of employment and personnel administration in accordance with State and Federal laws, executive orders, and regulations. All personnel actions such as hiring, promotion, transfer, demotion, termination, training, compensation, and benefits shall be administered without regard to race, color, creed, sex, national origin or ancestry, age, handicapped status, or any other non-merit factor, except where physical requirements constitute a bona fide occupational qualification necessary to insure proper and efficient functioning in the job. All employment decisions shall be based on job-related factors.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, training, and evaluation.

Approved 6/2023