

Ashland County Sheriff's Office Position Description

DIRECTOR OF EMERGENCY COMMUNICATIONS AND TECHNOLOGY

Classification: Management **Bargaining Unit:** Non-Union

Regular Hours: 40 hrs/ week **Department:** Sheriff

Supervisor's Name/Title: John Kovach / Sheriff
James Hnath / Chief Deputy

Supervision Exercised Over This Position Is: General

Does this position supervise other permanent positions: Yes

Position Summary:

The Director's duties are both managerial and technical. The Director is responsible to plan, organize and implement operations in the Communications Division. The Director shall assign and direct subordinates, ensuring all policies, rules, regulations, orders, procedures, and directives are implemented and enforced. Hiring, discipline or discharge of division employees shall be coordinated with the Chief Deputy in accordance with Department Policy and Procedures and the labor agreement. The Director is accountable to the Sheriff and Chief Deputy for the implementation of all orders and direction concerning the operation of the 911 Communications Center.

The Director shall provide Information Technology services for all equipment owned and operated by the Sheriff Office.

The Director shall provide an emergency communications leadership role for all emergency services within Ashland County.

Description of Managerial Duties:

1. Provide supervision over 911 Dispatcher personnel. Develop, implement, and monitor policies and procedures for the Communications Center
2. Develop employee objectives, and perform supervisory employee performance evaluations. Relieve from duty any personnel considered incapable of performing required duties.
3. Meet with the Sheriff, Chief Deputy, and other management staff to discuss policies and procedures that affect the operations of the Communication Division. Participate as needed to assist with department-wide planning and development. Attend meetings as required to represent the Communications Division, as requested by the Sheriff or Chief Deputy.

4. Receive complaints and notification of grievances from employees, and use independent judgment in making recommendations to effectively adjust the complaints and grievances.
5. Assist the Chief Deputy in developing the Communication Division budget, monitor the budget and prepare reports and analysis as required. Responsible for the fiscal status of communications operations
6. Research, plan, organize, and conduct training as required
7. Perform all duties and functions of a 911 Dispatcher when needed/required
8. Manages all aspects of the Transaction Information for Management of Enforcement (T.I.M.E. System) to include both Warrant Validation and Time Agency Coordinator (TAC) duties
9. Maintains manuals, state bulletins and memos and departmental policies and procedures
10. Prepares schedules for line staff to insure sufficient coverage for routine operations.
11. Approves requests for line staff vacations, holidays and other scheduled leaves
12. Maintains and secures all digital 911 and radio recordings and provides copies of audio recordings as requested by the District Attorney, Sheriff, Chief Deputy or Lieutenants only.
13. Oversees the training of new employees and certifies the trainee's competency to perform the dispatcher functions after the training period
14. Maintains inventories of the communications facility equipment and supplies
15. Coordinates with the Chief Deputy the purchase of, repairs to, and modifications of communications center equipment
16. Tracks RMS/CAD statistics for emergency and non-emergency calls as requested by the Department management
17. Ensures the proper function and access of the Cody CAD system and Enforcer Software for line staff
18. Participates in ongoing training regarding Dispatch Proficiency, E911, Emergency Operations, T.I.M.E. System
19. Ensures the cleanliness of the Communications Center by delegating cleaning assignments to the line staff
20. Monitors overall safety conditions of working environment Serves as facility security officer
21. Maintains and operates the Amber Alert System
22. Performs related work as required

Description of Technical Duties:

Level: Network

1. Organize, chart, and maintain a network plan which includes every computer device in the Law Enforcement Center.
2. Maintain existing hardware supporting the building network including wiring, fiber-optics, jacks, switches, routers, firewalls, and associated equipment.
3. Identify and implement network level issues and equipment requiring repair and/or upgrade
4. Maintain security protocols and passwords on all network devices and access points
5. Maintain and troubleshoot all external existing and future links to the network including Internet LAN access, hard-wired and wireless links to RMS at Bayfield County, all access to State network systems, and the Ashland County Courthouse.
6. Establish and maintain data servers for the Law Enforcement Center which support large file storage, file sharing, and shared software applications.
7. Monitor system performance and provide security measures, troubleshooting and maintenance as needed.
8. Identify areas of operation that need upgraded equipment such as modems, fiber optic cables, and telephone wires.
9. Assist users to diagnose and solve data communication problems.
10. Maintain needed files by adding and deleting files on the network server and backing up files to guarantee their safety in the event of problems with the network.
11. Purchase, install, and maintain all necessary new equipment.
12. Implement and maintain a department web server and local e-mail access accounts.

Level: Workstation

1. Maintain all existing workstation hardware for administration, patrol, jail, and dispatch including thirty existing desktop workstations, twelve mobile squad terminals, and six dedicated laptop computers.
2. Identify, purchase, and install upgraded and/or expanded workstation hardware as needed.
3. Implement local access policies for each workstation including administrator and user level access accounts, and permissions.
4. Implement a uniform building-wide username and password access protocol for each workstation.
5. Purchase, install, and maintain security software and licensing for each workstation, including anti-virus, intrusion prevention, and user logging programs.

6. Purchase, install, and maintain software and licensing for standard office productivity programs such as word processing and spreadsheet applications that conforms to a building-wide uniformity and industry standards.
7. Evaluate the organization's technology use and needs and recommend improvements, such as hardware and software upgrades.
8. Stay abreast of advances in technology.
9. Develop computer information resources, providing for data security and control, strategic computing, and disaster recovery.
10. Provide users with technical support for computer problems.
11. Provide users with remedial training for computer related operating deficiencies, and initial training for all new software and hardware implementation.
12. Direct daily computer-related operations of department, analyzing workflow, establishing priorities, developing standards and setting deadlines.
13. Meet with department heads, managers, supervisors, vendors, and others, to solicit cooperation and resolve problems.
14. Establish and maintain expanded workstation-level network communications to facilitate rapid data-sharing and internal file transfer.

Level: Peripheral

1. Maintain all existing peripheral hardware, such as printers, external data storage devices, and external data capture devices (cameras, audio recorders, etc.).
2. Expand network-wide accessibility to shared resources such as specialized printers and data capture devices.
3. Identify, purchase, and install needed upgrades and/or expansions for all peripheral equipment.
4. Establish improved methods of data transfer, storage, and backup for all external data capture devices which maximize workflow and minimize user skill and involvement.
5. Train employees in the use of all existing and new peripheral technology items and provide technical support for problems with these devices.
6. Maintain all existing building-wide surveillance systems, including video and audio recording networks and the security protocols for these systems.
7. Maintain, troubleshoot, and upgrade as necessary all electronic physical building access systems.

Education and Experience:

An Associate Degree or higher level of education preferred. Previous supervisory experience is required. Must have a working knowledge of PSAP (public safety answering point) operations. Extensive Information Technology experience is required.

Minimum Qualifications:

- Must be 18 years of age and U.S. citizen
- No felony convictions unless pardoned by the Governor
- Ability to maintain confidentiality of sensitive materials, records and conversations
- Ability to handle several tasks simultaneously
- Ability to perform data entry quickly and accurately
- Ability to pass a rigorous law enforcement background investigation
- Ability to perform essential duties/functions of this position
- Successful candidates will be required to successfully complete the following: written/skills examination, oral interview, drug/alcohol screening, hearing test and psychological examination.

Knowledge, Skills and Abilities:

- Ability to decide the time, place and sequence of operations within an organizational framework as well as the ability to oversee their execution
- Ability to manage and direct a group of workers, including the ability to provide counseling and mediation. Ability to persuade, convince and train others. Ability to advise and interpret regarding the application of policies, procedures and standards of specific situation.
- Ability to communicate orally and in writing with Department personnel, citizens, attorneys and the news media.
- Ability to calculate percentages, fractions, decimals, volumes, ratios, present values and spatial relationships.
- Ability to interpret basic descriptive statistical reports.
- Ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of operations
- Must have a mastery of the Information Technology field

Physical demands of the position:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk and reach with hands and arms. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

The noise level in the work environment is relatively quiet.

This position description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of the job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated on this description.

This position 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 and requirements of the job change.

Ashland County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.