

Job Description: REGIONAL 9-1-1 NETWORK PSAP PROGRAM SPECIALIST

CLASS NO.: 507

EEOC CATEGORY: Professional

PAY GROUP: 6/7

FLSA: Non-Exempt

SUMMARY OF POSITION

Performs complex planning, research, consultative work in providing for the effective and efficient training, certification, public education, and support to the Regional Public Safety Answering Points, cities and counties. Other work involves providing consultative and technical services to other governmental agencies, community organizations and the general public. Work also involves establishing program goals and objectives; developing program guidelines; developing schedules, priorities and standards and evaluating activities. Works under general supervision with considerable latitude for the use of initiative and independent judgment.

ORGANIZATIONAL RELATIONSHIPS

1. Reports to: Regional 9-1-1 Network Director.
2. Directs: This is a non-supervisory position.
3. Other: Has contact with regional telecommunicators, area elected officials, telephone companies, local service organizations, private firms, and local law enforcement, fire, and medical personnel.

EXAMPLES OF WORK

Essential Duties*

Collects, organizes and analyzes data required in the development of emergency communications;

Provides regular on-site and remote software training to PSAP staff in compliance with department recommendations;

Makes regular contact, in accordance with department recommendations, with PSAP supervisors to verify software and hardware functionality, offer recorder support, provide assistance and collect call test logs, and assess public education needs;

Makes oral and written presentations to local governing bodies, communities, service organizations, and law enforcement, fire, and medical personnel;

Studies and analyzes operations and problems in the emergency communications field;

Provides Panhandle Area Public Safety Answering Point (PSAP) monitoring to ensure compliance with the Commission on State Emergency Communications, (CSEC), rules and guidelines;

Provides technical assistance and staff support to Panhandle area Public Safety Answering Points (PSAP) and elected officials;

Surveys to ensure maps and call routing are correct;

Orders materials for the public education/training project;

Prepares and submits reports as needed for management of the public education/training and for grantor agencies;

Develops and coordinates training for 9-1-1 call takers;

Develops and coordinates public education activities and materials;

Provides staff support for the advisory committees and the Board of Directors;

Provides information, maintains records and files, and acts as a general resource in the area of a public education/training project;

Provides information, maintains records and files, and acts as a general resource in the area of a dispatch personnel and recording access;

Assists with username and password management pertaining to user accounts using 9-1-1 Call Handling Equipment and auxiliary software;

Provides selection recommendations for Regional 9-1-1 Network sponsored public safety conference attendance and assists with reimbursement process;

Tracks and reports test call logs for regional reporting;

Provides certification assistance to local call takers;

Provides updates to Panhandle 9-1-1 websites and social networking pages; and

Attends seminars and workshops as needed and approved; and

Assists local governments in planning and implementing phases of an addressing project.

Other Important Duties*

Performs such other related duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: local state and federal laws and regulations relevant to program area; standard principles and practices of; methods involved in survey information gathering and analysis; computer equipment and operational procedures; and law enforcement, fire, and emergency medical operations.

Skill/Ability to: analyze and evaluate addressing; prepare and analyze program management reports, statements, and correspondence; demonstrate proficiency in both oral and written communication; and establish and maintain effective working relationships with other Planning Commission employees, local and state government officials, public and private organizations, and the general public.

Adhere to all company policies, procedures and guidelines.

ACCEPTABLE EXPERIENCE AND TRAINING

Master's degree in public administration, communications, criminal justice, or a related field; or a Telecommunicator Proficiency Certificate from the Texas Commission on Law Enforcement (TCOLE);

or bachelor's degree in public administration, communications, criminal justice, or a related field, plus at least two years of training, educational, and/or emergency communications experience;

* for the purpose of compliance with the Americans with Disabilities Act (ADA)

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

CERTIFICATES AND LICENSES REQUIRED

Appropriate Texas driver's license or available alternate means of transportation.