



Technical Manager

Date Updated: January 31, 2018

Position Title: Technical Manager

Supervisor: Executive Director

Supervision Exercised: CAD Specialist, GIS Specialist, Contract Labor

Position Overview: Under the supervision of the Executive Director, the Technical Manager will coordinate various technical and facility projects. The Technical Manager is responsible for the day to day maintenance and operation of the computer aided dispatch (CAD) system and other technical systems, such as telephone, radio and computer networks. Specific functions include systems maintenance, data control, data communications, resolving hardware and software problems and vendor contract management. A key component of this position is providing system training and technical support for District personnel and public safety agencies. Recommend and assist in the implementation of District goals and objectives. Oversee competitive selection processes for vendor services and products. Assure that procurement processes comply with District public contracting rules. Supervise maintenance of systems, facilities and grounds owned, leased or used by the District. Supervise the installation, maintenance or repair of equipment or systems used by public safety agencies that receive communications services from the District. Must be able to maintain confidentiality, maintain valid driver's license, current vehicle insurance and comply with all laws governing motor vehicle use in Oregon. Position is in the public sector and exempt.

Working Environment: Work is performed at the Columbia 9-1-1 Communications District facilities, throughout the County, and travels as necessary for meetings and other responsibilities.

Qualifications:

- No Criminal History
- Valid and insurable Driver's License and Proof of Vehicle Insurance
- Education – High school graduate or equivalent. College degree or technical institute certificate in computer sciences and/or public safety communications preferred
- Experience – Three (3) years similar experience position within a public safety emergency communications agency; or any combination of experience and training that would likely provide required knowledge, skills, and abilities.
- Equipment used – Computer Aided Dispatch (CAD), various communication computer servers, 9-1-1 telephone system servers, emergency generator, and a wide variety of necessary tools, vehicles and equipment
- Ability to learn and implement the policies, practices and procedures of the District and make independent decisions and solve problems pertaining to areas of responsibility
- Ability to apply and manage grant funds



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- Ability to effectively use verbal and written English communication skills, including ability to explain and present complex, technical information to individuals with various levels of technical knowledge and skill.
- Substantial experience, knowledge and understanding of the operations, facilities and systems necessary for the delivery of public safety emergency and non-emergency communications services
- Working knowledge of general office procedures and office software programs, including current business computer systems, software, hardware, and network components; and must be capable of correctly overseeing or conducting installation, updates, upgrades, troubleshooting and maintenance for District computer systems
- Experience reviewing and interpreting service contracts and working with vendors to ensure compliance within the scope of their service contract
- The ability to maintain confidential information including computer access codes, security system codes and public safety communications systems design
- Criminal Justice Information (CJIS) and other required security systems
- Must be available for 24-hour on-call response to emergency situations

Essential Job Functions:

Physical:

- Must be able to lift 50 pounds
- Visual and hearing acuity required
- Must be able to bend, reach, climb ladders
- Must be able to operate various tools, machinery and computer systems

Mental:

- Must possess ability to remain calm in stressful environment of crisis & emergency events

Job Duty Outline:

- Must demonstrate the ability to obtain and maintain training and licensing requirements necessary for the legal, safe and appropriate operation of facility and grounds maintenance machinery, tools and products
- Must demonstrate substantial knowledge and understanding of federal, state and local laws, ordinances, regulations and best practices relevant to District services and operations, including public record law and the District public contracting rules
- Requires the ability to make prompt, accurate and appropriate decisions; recognize and resolve or reduce conflict; provide clear explanations to staff and agency representatives and communicate staff and agency requirements and ideas to decision makers
- Requires the knowledge and understanding of and the ability to function within organizational structure, communications chain of command and management philosophies and practices



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- Must demonstrate the ability to create and execute development plans and revise as appropriate to meet changing needs and requirements; act as project manager as designated; serve as liaison between development staff and project manager
- Manages technical resources within budget and project schedule and track equipment lifecycle and replacement
- Apply and manage grant funds for projects as directed
- Must be able to identify and prioritize problems and potential problems, trouble shoot, research, recommend and implement solutions; coordinate and manage multi-phase projects; analyze and make final recommendations to requests for information, proposals and quotes; evaluate effectiveness of procedures, equipment, software, systems, network maintenance schedules and contracts; create evaluative, analytical and statistical reports
- Communicate with other District employees to effectively and efficiently coordinate work programs and mentor the development of an effective team
- Must be able to maintain professional and positive relationships with vendors, government and private sector representatives, members of the public and representatives of the media
- Negotiate any necessary communication facility leases as directed
- Must be able to travel to remote mountain top radio sites, operate various vehicles and use of hand and power tools, climb ladders, and lift 50 pounds
- Seeks and participates in personal development opportunities above and beyond training required
- Must be able to demonstrate effective delegation of tasks and/or projects and monitor progress in order to meet desired timeline and outcome