CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **What-Comm Technology Manager** **UNION:231**
SG:7
DEPARTMENT: **Police** **CS:N**
FLSA:N
EEO4/SOCCODE:TE/11-3021

JOB SUMMARY:

Manages the Technology Division of the What-Comm 911 Dispatch Center. Responsible for the operations and functions of the department's technology infrastructure including administration of specialized dispatch applications and hardware, end user training and support, computer provisioning, testing and deployment, and coordination of enterprise systems. Evaluates work-flow and implements solutions to enhance business efficiencies in the use of technology. Researches, evaluates, recommends and implements new technology solutions and makes budget recommendations.

Works with other City management to ensure compliance with internal policies, security best practices, and regulatory standards, such as Criminal Justice Information Systems (CJIS). Serves as Point of Contact (POC) for ACCESS WACIC/NCIC Technical Security Audit.

SUPERVISORY RELATIONSHIPS:

This position reports to the Deputy Director of What-Comm. Works under general supervision and the guidance of City and Departmental policies, procedures, and guidelines. Supervises What-Comm Technology Division staff.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Plans, organizes, directs, and evaluates the technical operations and functions of the What-Comm 911 Dispatch Center and Prospect Dispatch Center. Responsible for administration, testing, change management, and maintenance of What-Comm and Prospect systems. Oversees troubleshooting, diagnosing, repairing, and deploying computers, printers, and other peripherals to ensure continuity of operation for Center(s) staff. Performs and coordinates database changes as needed; enhances systems to meet business and CJIS requirements.

2. Manages and serves as primary administrator for What-Comm 911 Dispatch Center and Prospect Dispatch Center systems including the Computer Aided Dispatch (CAD), 911 phone system, Fire/EMS call triage system and 911/radio audio recorder. Works with vendors, end users, contract programmers and City departments to develop, test and implement system enhancements and customization. Develops documentation and trains end users on system use, changes and enhancements.

3. Meets with vendors to discuss technology changes and suggestions. Attends conferences to stay current on knowledge of industry trends and emerging technologies. Coordinates with Communications Shop on hardware installation, configuration and testing of emergency radio system.

4. Analyzes business processes, current practices and challenges; researches solutions, recommends and implements department workflow process and technology improvements and changes to meet business requirements, maintain compliance with CJIS policies and technology best practices. Works with What-Comm 911 Dispatch Center and Prospect Dispatch Center leadership to identify and schedule priority work efforts.

5. Plans, organizes, directs, and monitors the daily work of Dispatch Center technology division staff to accomplish work program and departmental goals. Assigns work and ensures appropriate training is provided. Participates in hiring, evaluates performance, provides feedback and guidance, coaches and counsels employees and participates in delivering corrective action as needed.

6. Ensures continuity of operations and support for 911 Dispatch systems by participating in and establishing an on-call rotation amongst technology division staff. Develops and updates system documentation and provides ongoing training to ensure qualified technology staff are assigned and available to address the technology needs of the Center 24 hours a day, 7 days a week.

7. Collaborates and coordinates with City ITSD related to system changes and support requirements as well as planning and implementing enterprise technology solutions that have a direct impact to Dispatch operations.

8. Manages assigned projects; evaluates system requirements; researches and develops information technology system solutions. Responsible for writing requests for information (RFI's) and requests for proposals (RFP's). Reviews bids to ensure that vendors meet minimum requirements, provides an analysis of software systems and leads the software selection process; monitors project performance, prepares and presents project progress reports for department management. Performs cost benefit analysis and technical analysis in conjunction with City ITSD and Purchasing departments. Oversees projects from development to coordination of installation, testing, and training.

9. Monitors and maintains the security of Dispatch Centers' software systems in compliance with Dispatch Center and Police Department Policies, Criminal Justice Information System (CJIS) requirements and City ITSD standards. Responsible for incorporating technology policy changes mandated by the FBI and CJIS policy. Serves as technical subject matter expert for the Dispatch Center for Washington State Patrol and FBI triennial audits. Coordinates compliance, audits, system assessments, incident response and testing of business continuity and disaster recovery plans with the city Chief Information Security Officer (CISO).

10. Produces a variety of spreadsheets and reports as requested by Dispatch Centers' and user agency staff. Writes custom SQL queries and SQL Server Reporting Services (SSRS) reports to gather data for Public Disclosure and administrative reporting.

11. Manages the Dispatch Center technology budget to meet the technology needs at the Dispatch Center. Participates in the development of overall department technology goals and priorities.

12. Provides high quality, detailed consultation, technical support and troubleshooting for all Dispatch Centers' systems. This includes hardware, software, applications, and databases, and other server applications.

ADDITIONAL WORK PERFORMED:

1. Performs other duties and responsibilities as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Technical:

- Comprehensive and up-to-date knowledge of principles and procedures related to providing technical services in a customer-oriented environment.
- Comprehensive and up-to-date knowledge of and skill in utilizing Microsoft technologies including Windows Server, Active Directory, Systems Center, SQL, Office 365, PowerShell, and Group Policy.
- Comprehensive and up-to-date knowledge of and skill in selecting, installing, utilizing, maintaining 911 phone system or call-processing equipment and telecom technology.
- Comprehensive and up-to-date knowledge of client technology support including Windows-based computers, tablet computers, smart phones, printers, wireless technologies including Virtual Private Networks (VPN); industry standard methods for deploying hardware and software in a complex multi-site enterprise environment.
- Comprehensive knowledge of principles and techniques of analysis, design, development, and implementation of computer and communications systems in a complex network environment including mobile client support.
- Strong knowledge of installing, configuring and operating virtual machine hosts and virtualized systems in a VMware or similar environment.
- Strong knowledge of working in a PostgreSQL and Microsoft SQL Server database environment and associated tools for integration development and support of critical systems in a complex environment.
- Ability to understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents; and to develop compliance programs as needed.
- Ability to maintain technology skills and knowledge in a rapidly changing environment; including complexity generated by increased compliance and security requirements and including ability to proactively monitor cloud-based and on-premises enterprise architecture, products, and services.

Management/Supervisory:

- Strong leadership qualities such as interpersonal sensitivity, adaptability, flexibility, and reasoning skills.
- Strong knowledge of the principles and practices of leading, supervising, and training teams.
- Good supervisory skills including the ability to plan and organize the work of others, and train employees in work processes and techniques.
- Knowledge of City and center policies and procedures including work processes and labor contract provisions for the workgroup.
- Strong ability to manage project budgets and staff resources.
- Ability to motivate and encourage staff, build teamwork, and foster a results-oriented environment.

Communications:

- Strong written communication skills for composing documentation, preparing reports, and corresponding with City employees, user agencies and vendors.
- Excellent communication and interpersonal skills for interactions with co-workers, supervisors, managers, user agencies and other City employees**.**

Other:

- Ability to establish and maintain effective working relationships with other employees, City officials, user agency officials and staff, outside contracted technology services and representatives of other government agencies.
- Excellent organization, time management, problem solving, technical troubleshooting, and planning skills. Ability to work on several projects concurrently.
- Maintains the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with Dispatch and City staff.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
  - dexterity of hands and fingers to operate a computer keyboard
  - ability to lift and carry up to 25 pounds,
  - ability to exchange verbal information in person and by telephone
  - near distance visual acuity to diagnose and resolve technical problems with computer displays and to assure proper operation of computers and software
  - Ability to sit or stand for long periods of time

WORKING ENVIRONMENT:

Works extensively at a computer workstation and in computer server room. The work performed is in an office environment as well as off-site locations with Dispatch and user agency staff. The person in this position moves desktop computers and peripherals from one location to another. Installs computers and peripherals and connects to network system.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Baccalaureate degree in computer science, information systems management, business computer programming, mathematics or related field and:
- Four (4) years of progressively responsible experience supporting, implementing, and administering computer systems in a complex network environment.
- Two years of experience in providing support and administration for 911 CPE or PBX telecom systems strongly preferred.
- Supervisory experience in a technology role preferred.
- Experience with Law Enforcement applications preferred.
- An equivalent combination of education and experience enough to provide the applicant with the knowledge, skill, and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, background investigation, polygraph examination and fingerprinting. Subject to re-check every five years.
- Valid Washington State driver's license and good driving record. Must submit a three-year driving abstract prior to hire.

- Willingness and ability to work extra hours or change hours as business needs require, participate in an on-call rotation and respond to evening and weekend callouts for emergencies or when special circumstances require.

PREPARED BY:
S. Dunkailo
A.Sullivan

REVIEWED BY:_____
Rebecca Mertzig, Chief of Police
6/24