

## DEPUTY DIRECTOR OF TECHNICAL SERVICES

|                    |                                 |
|--------------------|---------------------------------|
| <b>Department</b>  | Administration                  |
| <b>FLSA Status</b> | Exempt                          |
| <b>Reports To</b>  | Executive Director              |
| <b>Supervises</b>  | All Technical Service Positions |
| <b>Pay Range</b>   | \$120,000-\$150,000             |

Apply at: <https://www.spokanecounty.org/1021/Current-Openings>

The first recruitment is open until December 18, 2018 at 5:00 pm PST. Interviews will be scheduled for January 7, 2019 .

### SUMMARY

Under the direction of the Executive Director, responsible for strategic information technology (IT) and radio system vision, support, management, and operations for facilities and technical services for Spokane Regional Emergency Communications. Provides oversight, leadership and overall management for all technical systems and building facilities including acquisition, operation, contract management, policy management, strategic planning, frequency licensing, radio site management, and development and management of the technical services and 911 facilities annual budget. This position manages the specialized employees of the Technical Services Division.

### DISTINGUISHING CHARACTERISTICS

The Deputy Director of Technical Services is a senior-level position expected to exercise considerable discretion in carrying out responsibilities independently and with awareness of emergency technology and facilities issues.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by employees in this job. It is not intended to serve as a comprehensive list of all duties performed by all employees in this classification; specific position assignments will vary depending on the business needs of the department.*

- Responsible for personnel management including setting job descriptions and duties, hiring, training, evaluation and discipline of subordinate staff.
- Leads and oversees planning, budgeting, acquisition, implementation, maintenance, operation and security for all information technology (IT) services including network communications; radio communications systems, computerized 911 and non-emergency telephone systems, Computer Aided Dispatch (CAD) systems, information technology systems and related facility and support services.
- Develops and maintains the technical policies, procedures and standards aimed at maximizing effectiveness and minimizing costs related to the acquisition, implementation, operation and maintenance of technical systems and facilities.

- Develops and manages a sustained, effective technology governance process that sets priorities, assesses the value of specific technology solutions, and allocates appropriate resources.
- Investigates and resolves radio interference complaints. Develops and manages a preventive maintenance program for communication systems and components.
- Collects and analyzes changing requirements of end users and develops effective, cost effective and logistically feasible options to satisfy user requirements.
- Provides senior engineering and system architecture support as needed within the department.
- Manages facility services, including but not limited to the maintenance of building and mechanical systems, security systems and primary and back-up power systems including emergency generators for a mission critical environment.
- Oversees the planning, implementation and maintenance of all facilities including procurement processes, contractor oversight, contract enforcement and project management.
- Develops and manages the division's approved annual operating and capital budgets.
- Establishes and maintains business continuity and disaster recovery systems.
- Performs related work, special projects or other duties as assigned by the Executive Director.

### **MINIMUM QUALIFICATIONS**

#### **Required Education and Experience**

Bachelor's Degree in Information Systems, Engineering or related area from an accredited institution, five (5) years of recent management experience in relevant IT, telephony and radio systems setting or any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities to perform the job.

#### **Required Licenses or Certifications**

Possession of or ability to obtain a valid Washington driver's license within 30 days of hire date.

### **COMPETENCIES**

#### **Knowledge of/Skill in:**

- Principles and best practices in information technology and communication systems.
- Principles of engineering design for IT and radio system architecture.
- Analog and digital radio systems including conventional, trunked and microwave.
- Principles of project management.
- Broad knowledge of IT infrastructure, application development, and communications architecture.
- Telecommunications systems including networks and equipment specific to 911.
- Computer systems and networks.
- Fiber optic networks, hardware and software.
- Electrical and power system design and operation.
- Knowledge of critical facility components such as emergency generators, UPS systems, DC power plants and HVAC systems.
- Practical working knowledge of site management, including service contracts, lease agreements and facility maintenance.
- Principles of vendor management, including contract oversight and vendor accountability.
- Principles of public safety customer service and effective interaction with high level stakeholders.

- Principles of supporting, training, supervising and evaluating subordinate staff members who have broad technical responsibilities.
- Principles of accountability for work of self and technical function, including work status reporting and performance measurement.
- Knowledge of the IT industry and trends.

**Ability to:**

- Meet Criminal Justice Information Security Policy (CJIS) background requirements at time of hire and throughout employment.
- Direct, manage, counsel, train and evaluate subordinate staff.
- Maintain updated knowledge of relevant information technologies.
- Work independently with minimal supervision.
- Plan and direct the work of division staff and contract service providers.
- Correct use and fluency in the English language, both oral and written, including spelling, grammar and punctuation.

**WORK ENVIRONMENT/CONDITIONS**

*The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- 70% of Work is performed in an office environment with moderate interruptions.
- 25% of work is performed in attendance of meetings on and off-site.
- 2% of work is performed in the communications room with constant noise.
- 3% of work is performed at remote locations.

**PHYSICAL DEMANDS**

*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.*

- Moderately quiet office environment with frequent interruptions.
- Ability to travel, sometimes overnight, by auto or aircraft.
- Lifting, carrying and pushing objects weighing up to 50 pounds.
- Dexterity of hands and fingers to operate computers, computer boards, computer keyboards and wiring.
- Sitting for extended periods of time working at a computer keyboard.
- Bending, kneeling and crawling to reach computer electrical or wiring connections.
- Vision, specifically to include up close, distance, color and peripheral; depth perception and ability to adjust focus.
- Hearing and speaking to exchange information.