

**DEPUTY DIRECTOR OF EMERGENCY COMMUNICATIONS/
EMERGENCY MANAGEMENT (INTEROPERABILITY)**

DISTINGUISHING FEATURES OF THE CLASS: This is a professional and administrative position in the Ulster County Department of Emergency Services. The incumbent in this position will act as a technical advisor to the Director of Emergency Communications/Emergency Management as it relates to the buildout and implementation of the County's Public Safety Radio System as well as the relocation of the Ulster County 911 Public Safety Answering Point. General direction is received from higher level administrative staff. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Assists in the management, implementation and procedural operations of E-911 telephone equipment at the primary and secondary Public Safety Answering Points (PSAP) locations in accordance with State and Federal laws and guidelines established by the National Emergency Number Associations (NENA) and the Association of Professional Communications Officials (APCO);

Assists the Director with the oversight, future development and maintenance of the Public Safety Radio System and the 911 PSAP;

Serves as the County's Interoperability Coordinator;

Assists in the evaluation of hardware and software programs in relation to the needs of operation, price, reliability, etc., and assists in the development of a budget for the 911 Communications Center equipment;

Recommends purchases, may prepare service contracts and monitors compliance and performance of various utilities, hardware and software providers;

Contacts repair and service companies regarding problems with equipment and follows through until problem is corrected;

Assists in the development of operational plans to address special needs of the 911 Communications Center, as well as contingency plans for special events and/or occurrences;

Meets periodically with department administrative staff to identify procedural, operational, interoperable and data base concerns and updates;

Maintains an adequate supply of the materials necessary for minor repairs of the Communications Center radio, recording and telephone equipment;

Develops a checklist for Communications staff to use for weekly equipment checks;

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Attends meetings and conferences to remain informed of the latest laws, guidelines, equipment, training and new trend issues, and develops plans to meet these changes.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the operation and design of two-way radio systems; thorough knowledge of telephone systems and their related components necessary to evaluate equipment and design integrated systems; thorough knowledge of computers and software applications as they relate to the 911 Communications System; good knowledge of bidding procedures and contracts; good knowledge of administrative practices such as budgeting and inventory control; good knowledge of data base organization and retrieval; good knowledge of Uninterrupted Power Supplies (UPS) and backup power systems and generators; ability to repair and program two-way radio equipment, mobile two-way radios, and personal paging equipment; ability to learn operations and procedures of dispatching center; ability to communicate with service providers, vendors and system users; ability to establish and maintain effective working relationships with others; good judgment; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from an accredited college or university with a Bachelor's Degree or higher level degree and three (3) years of work experience in the technical support of a public safety emergency services dispatch system which involved the integration of various communications systems networks; **OR**
- B. Graduation from an accredited college or university with an Associate's degree and five (5) years of work experience in the technical support of a public safety emergency services dispatch system, one (1) year of which must have involved the integration of various communications systems networks; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and seven (7) years of work experience in the technical support of a public safety emergency services dispatch system, one (1) year of which must have involved the integration of various communications systems networks; **OR**
- D. An equivalent combination of training and experience as described in A, B and C above.

Note: Verifiable part-time and/ or volunteer experience will be pro-rated toward meeting the full-time experience requirements.

Note: Essential Functions of a Job, as defined in the American's With Disabilities Act, and regulations adopted pursuant to it, are not designated in this class specification. The essential functions of a particular job in this title may be determined by the appointing authority.

Special Requirement: Possession of a valid New York State driver's license.

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ULSTER COUNTY

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Classification: Non-Competitive

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Adopted: February 8, 2021