



Cayuga County Department of Human Resources and Civil Service Commission

JOB SPECIFICATION

Civil Service Title: **DEPUTY E-911 ADMINISTRATOR**
Jurisdictional Class: Competitive
Civil Division: E-911
Adoption: CSM 4/12/00
Revised: CSM

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative position assisting the E-911 Administrator in the field of public safety with assisting with the responsibility for coordinating and assisting to monitor the efforts of Cayuga County and participating local governments in the development and operation of a centralized emergency communication system. The incumbent in the position assists in coordinating the technical findings, program evaluations and procedures to the Administrator to assist him/her in describing program benefits to local municipalities and the general public. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Coordinates and works with vendors and local public safety organizations in the development and implementation of the 911 Computer Aided Dispatch System.
Coordinates the recommendations made by County and local government agencies, staff, and technical advisors for the installation and operation of the system;
May assist in the supervision of the implementation of operating procedures for the system;
Coordinates the activities and technical consultants relating to installation, implementation, training and acceptance testing;
Assists the Administrator in resolution of problems that develop between the public users and 911 operations;
Coordinates and supervises consultant and vendor activities relating to post-cut over discrepancy and compliance issues;
Coordinates with and supports the Administrator in maintenance contract negotiations;
Assists the Administrator in the continuing development and implementation of 911 Communications Policies and Procedures;
Assists in analyzing the use of the E-911 system and assists in public education programs in schools, civil and community centers, and other media outlets to promote the proper use of the E-911 system;
Assists in the preparation of verbal and written reports requested by the County Legislature and cooperating local government bodies concerning the program.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Thorough knowledge of 911 Center project development and implementation requirements;
Thorough knowledge of the Emergency service organization of the County;
Thorough knowledge of Communication Center Policies and Procedures;
Thorough knowledge of Federal, State, Local laws and regulations governing communication center operations;
Thorough knowledge of the geography of the county, local laws and regulations governing communication center operations;
Thorough knowledge of radiotelephone operation, practice and procedure;
Thorough knowledge of Communication Center equipment;
Ability to coordinate and supervise the work of technical consultants and equipment/system vendors;
Ability to develop and implement training programs, refresher training, etc.;
Ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS: EITHER:

Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree in telecommunications management, telecommunications, emergency medical service, public administration, business administration, or a closely related field and two years of experience in a public safety or local or state law enforcement managerial or administrative position with responsibility for organizational planning, budget preparation and control, one year of which shall have been in a supervisory capacity; OR
- (B) Graduation from a regionally accredited or New York State registered two-year college with an associate degree in one of the areas mentioned in (A) above and four years of experience as outlined in (A) above, one year of which shall have been in a supervisory capacity; OR
- (C) Graduation from high school or possession of a high school equivalency diploma and six years of experience in one of the areas outlined in (A) above, one year of which shall have been in a supervisory capacity.

NOTE: Volunteer experience will be accepted to meet the experience criteria in (A), (B), and (C) on a prorated basis.