



# 911 Technical Support Lead

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**Classification:** M2 ; 826  
**Division:** 911 CAD IT Services  
**FSLA:** Exempt

**Reports to:** Deputy Director, 911 Operations & Services  
**Direct Reports:** Technical Service positions (1-3)

The 911 Technical Support Lead leads the 911 Support Services staff and responsible for overall management of Agency CAD (Computer Aided Dispatch) Support, Computer/Network Support, E911 CPE, Admin Telephones, and Project Management. This position is responsible for complex technical program work and improvement projects. The successful candidate will demonstrate high level of initiative, ability to deliver results, supervision and effective team building to ensure reliable, innovative service with focus on responsive customer service to Agency staff, user agencies and stakeholders.

## Essential Job Functions

Candidates and incumbents must be able to perform the following essential job functions with or without reasonable accommodation:

- Effectively lead and accomplish the full range of 911 Support Services as it pertains to CAD, IT, E911 CPE and Telephones.
- Create, facilitate, deliver results on goals, objectives and projects set for the 911 Support Services
- Supervise the quality assurance of the 911 Support Services
- Develop and implement policies, procedures, job assignments, and staff responsibility
- Plan and manage resources including expenditure monitoring and budget preparation
- Provide training, performance evaluation and corrective action within authority level to staff
- Establish and monitor staff assignments, budgets and resources
- Prepare and present information including staff reports, requests for proposal, decision packages to management team, user agencies, vendors and other interested stakeholders
- Prepare project scoping reports, including long and short term planning, research and cost estimating
- Recommend, develop and implement program and policy changes relating to program areas
- Respond to requests for information and advice regarding CRESA systems and services
- Develop and maintain excellent working relationships with all personnel, user agencies, affiliated federal, state and local agencies, community stakeholders and the public
- Serve as CRESA liaison with user agencies, service agencies, vendors, stakeholders and the community regarding technical and support program service, delivery and quality
- Review and provide feedback on Agency wide IT processes, development and implementation
- Attend conferences, conventions or other various meetings and trainings to stay up-to-date on trends in emergency services and technical services, policy and procedures
- Identify and recommend improvements to program systems and procedures
- Participate as needed during emergencies, including emergency operations center activations
- Provide after-hours support for mission critical systems based on an on call rotation schedule.
- Performs related duties as assigned

## Minimum Qualifications

- At least five years of progressive experience in the field of technical services and 911 public safety communications systems.

Expertise with CRESA's *specific* procedures or services is not a pre-requisite. However, incumbent must demonstrate sufficient knowledge and understanding of CRESA's operations to come up to speed quickly,



understand staff responsibilities, and be an effective resource to staff persons who are technical and subject-matter experts.

- Bachelor's degree in communications, project management, technology or a related field is highly desirable.
- Two years of progressively responsible program management experience, including project management and leadership or supervision of others preferred.
- Successfully pass pre-employment reference and criminal history checks.
  - Felonies are automatically disqualifying

Any combination of education and experience that provides an applicant with knowledge, skill and ability to successfully perform the work will be considered.

**Knowledge of:** public safety emergency communications systems and technology; principles and practices of emergency services; principles, practices and regulations for public sector organizations, including governmental regulations, budgeting, purchasing, management and public record maintenance; project management principles, practices and techniques, including research, analysis, development and implementation; relevant laws and regulations; relevant policies, procedures, contracts, accreditation and training requirements; effective community and public relations methods and practices; principles and practices of sound business communication and administrative technology

**Ability to:** lead and direct complex emergency and technical services operations and personnel; manage and direct agency communication systems, services and operations; define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations; organize, set priorities and exercise sound independent judgment within areas of responsibility; understand, interpret, apply and explain relevant policies, procedures, laws and regulations; prepare clear, concise and comprehensive reports and materials; establish and maintain positive, proactive and professional working relationships at all levels; communicate effectively and present information clearly, logically and persuasively; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues; carry a cell phone and pager, work irregular hours or shifts to connect with all operations personnel, be ready and available to respond by phone or in person at all hours of the day.

**Physical / Sensory Requirements.** The following characteristics describe the most common ways this position's essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
• <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision.	Hourly / Constantly	Very Important
• <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance.	Hourly / Constantly	Very Important
Hearing	Frequency	Criticality of Requirement
• <i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none"><li>○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the 'normal range'</li><li>○ Voices (ambient or intrusive) in face-to-face settings, in groups with multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the 'normal range'</li><li>○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance.</li></ul>	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
Speech	Frequency	Criticality of Requirement
• <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture.	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
• <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc.	Daily	Important
• <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object.	Daily	Important
• <i>Grasp.</i> Seize and hold object with fingers, palm, arms.	Daily	Important



- *Lift*. Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs.
- *Push / Pull*. Exert force to move objects towards or away self. Typical pressure doesn't exceed 20 lbs.

Weekly / Monthly

Job Description

Slightly Important

Weekly / Monthly

Slightly Important

Physical Coordination	Frequency	Criticality of Requirement
• <i>Sit</i> . Remain in seated position to accomplish work.	Hourly / Constantly	Important
• <i>Stand</i> . Remain in upright position, motionless or steady on the feet to accomplish work.	Weekly / Monthly	Slightly Important
• <i>Walk</i> . Move about or travel on foot to accomplish work.	Daily	Important
• <i>Drive</i> . Operate a motor vehicle to get oneself or others to and from various work locations.	Weekly / Monthly	Important
Working Memory	Frequency	Criticality of Requirement
• <i>Audio Memory</i> . Retain and retrieve information gained via audio sources.	Hourly / Constantly	Very Important
• <i>Visual Memory</i> . Retain and retrieve information gained via visual sources.	Hourly / Constantly	Very Important
Comprehension	Frequency	Criticality of Requirement
• <i>Rapid Comprehension &amp; Application</i> . Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation.	Weekly / Monthly	Very Important
• <i>Complex Comprehension &amp; Application</i> . Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation.	Weekly / Monthly	Very Important
Environmental Working Conditions	Frequency	Criticality of Requirement
• <i>No Substantial Hazards</i> . Position is not substantially exposed to adverse environmental conditions.	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
• <i>Sedentary Work</i> . Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met.	Hourly / Constantly	--