

TELECOMMUNICATIONS SUPERVISOR

Milwaukee Police Department

THE PURPOSE of this position is the administration and oversight of the Milwaukee Police Department (MPD) telecommunications computer aided dispatch (CAD) system, including enforcing rules and regulations, assuring prompt and accurate response to trouble calls or maintenance issues, assisting with budgetary planning, and providing direct supervision of the help desk.

ESSENTIAL FUNCTIONS:

Telecommunications Operations

- Supervise the daily operations of the Police Department's Communications Division; ensure prompt entry of assignments into the computer aided dispatch (CAD) system; enforce the rules of the section and the rules and regulations of the Department; serve as back-up to Telecommunications Specialist position.
- Supervise employees during emergency and non-emergency calls, and while dispatching police units.
- Manage the audio recording system, records and inventory; provide recommendations for the upgrade of equipment for recording incoming calls.
- Develop proposals for contracting equipment and/or services; interact with vendors.
- Manage maintenance contracts for telephone, recording and 911 systems and vendor contract for the department's wireless provider.
- Liaison for vendors responding to trouble calls or maintenance issues. Authorize dispatch when necessary.
- Conduct monthly testing of backup systems (disaster recovery).
- Provide overall responsibility for the Help Desk supervision.

Public Service Answering Point (PSAP) Operations

- Monitor operation of PSAP. Make changes where needed to ensure efficient/reliable operation, with the major focus always being on public safety.
- Actively participate in user groups, discussion groups, and training opportunities relating to PSAP operations. Stay abreast of federal regulations for emergency call handling, and emerging telecommunication technologies that may impact this PSAP's ability to handle calls.
- Work with other PSAP systems personnel such as radio, CAD, and RMS to ensure interoperability providing seamless PSAP operations.
- Communicate with other PSAP agencies to maintain an open exchange of information. Work with other law enforcement agencies to ensure reliable transfer of emergency calls and information.
- Actively plan for disaster recovery. Ensure that personnel are aware and trained, and that regular testing of systems and personnel is implemented and followed through.
- Review Telecommunicator performance reports with Telecommunications Specialist and recommend possible actions if needed.
- Review PSAP Call statistics on a monthly basis.

Perform other related duties as necessary and/or assigned.

CONDITIONS OF EMPLOYMENT:

- Required to carry a cellular phone and be subject to call on a 24/7 basis.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

MINIMUM REQUIREMENTS:

1. A Bachelors degree in Computer Science, Information Systems Technology, Electrical Engineering or related field from an accredited college or university.
2. At least four years of experience in PBX management (Avaya), network support, data and phone circuit installation and maintenance, and experience with PBX (Avaya) adjunct systems such as voicemail (Modular Messaging), recording (NICE), and call statistics.
Note: *Equivalent combinations of education and experience may be considered.*
3. Valid driver's license at time of appointment and throughout employment.
4. Residence in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- Membership in NENA and APCO.
- Emergency Number Professional (ENP) certification.
- Prior supervisory/leadership experience.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:

- Knowledge and understanding of communications systems – analog, digital and IP.
- Knowledge of network protocols and routing, QoS, and VoIP, PBX management ability, thorough knowledge and understanding of ACD, call routing, trunks, and trunking protocols.
- Ability to use telecommunications and network test equipment.
- Knowledge of data protocols and troubleshooting techniques.
- Familiarity with the National Electrical Code.
- Ability to work under pressure maintaining and troubleshooting equipment that supports life and death communications.
- Familiarity with federal regulations concerning PSAPs that may affect the MPD call center.
- Equipment/wiring installation skills.
- Supervisory skills.
- Oral and written communication skills
- Interpersonal skills
- Planning and organization skills.
- Analysis and judgment skills.
- Basic computer skills.
- Ability to lift and move items weighing up to 10 pounds.

THE CURRENT SALARY (PR 006) is: \$50,206 - \$70,295 annually with excellent benefits. Appointment is normally at the beginning of the salary range.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: training and experience evaluation; written, oral, or performance examinations; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **October 8, 2010**. Receipt of applications may be discontinued after this date without prior notice; however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time, and place of the examination.

APPLICATIONS and further information may be obtained from www.milwaukee.gov/jobs or in person or via mail from City of Milwaukee Department of Employee Relations, Room 706, City Hall, 200 E Wells St, Milwaukee, WI 53202-3554, or by calling 414.286.3751.