

COMMUNICATIONS MAINTENANCE MANAGER

Milwaukee Police Department

THE PURPOSE of this position is to manage and direct the operations, maintenance, repair, installation and upgrading of radio communications systems utilized by Police, Fire and Public Works Departments. Further, this position designs, proposes, implements, integrates and assists in new wireless communications systems for City-wide utilization. As the Manager of the Communications Maintenance Division, this person is responsible for radio communications infrastructure and equipment valued at more than \$22 million. This position also maintains and ensures FCC frequency license records and currency of licenses.

ESSENTIAL FUNCTIONS:

35% Radio Communications Infrastructure Delivery. Manage all radio communications and wireless data systems within the City of Milwaukee. Set standards for the installation, maintenance, repair and modification of wireless infrastructure. Maintain FCC frequency license records and ensure that the Department licenses are current.

25% Radio Interoperability. Define and design methods and systems to allow disparate radio systems to communicate amongst each other. Interact with local, State and Federal agencies to determine interagency information sharing requirements. Constantly refine and modify interoperability infrastructure to improve exchange of information. Sheppard changes in Federal radio rules, regulations, and procedures to allow better utilization of radio spectrum for interoperability.

20% Next Generation Technology. Maintain active participation with various radio industry groups to keep abreast with new and emerging wireless technologies. Design and implement pilot projects to demonstrate advances in the radio field. Maintain involvement with user groups to steer and direct future communication capabilities towards achievable goals.

10% Public Safety Answering Point (PSAP) Support. Monitor functionality of E911 infrastructure and facilitate repairs of any major failures. Coordinate the interaction of multiple systems in operation in a PSAP. Manage operation of radio dispatching consoles. Provide disaster recovery management of major outages and degradations of PSAP operation. Engineer/design enhancements to the Milwaukee PSAP to accommodate regional dispatching/interoperability capabilities.

10% Section Administration. Manage the efficient operation of the Communications Systems Section to deliver expected services. Define and implement procedures and standards to assure employees attain consistent, reproducible goals and results. Manage the budget of the Communications Systems Section. Develop new procedures to address changing radio infrastructure and use expectations. Responsible for employee safety and compliance with applicable OSHA regulations.

MINIMUM REQUIREMENTS:

1. Bachelor's Degree in Electrical Engineering, Electronic Technology or a closely related field.
2. A minimum of five (5) years progressively responsible experience in the management and oversight of large scale wireless communications systems.
3. A minimum of two (2) years experience installing, repairing and maintaining wireless communications and ancillary equipment.

NOTE: *Equivalent combinations of education and experience may be considered.*

4. Possession of a valid General Class or higher Federal Communications Commission Radio Telephone Operator's License.
5. Valid Driver's license at time of appointment and throughout employment.
6. Residence in the City of Milwaukee within six months of appointment and throughout employment.
7. Required to respond to calls for emergency service (system failure) after hours.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:

- Demonstrated superior knowledge and understanding of radio communications systems and their interaction with subsystems and users.
- Demonstrated ability to manage projects successfully.
- Strong knowledge of radio interference causes and resolutions.
- Strong computer skills including word processing, database utilization and equipment programming.
- Strong written and oral communication skills
- Effective interpersonal skills; the ability to maintain good working relationships with a multi-cultural, multi-disciplinary staff, City officials, other departments and agencies, and other police personnel.
- Strong problem solving, planning, organizing, management and supervisory abilities and skills.
- Ability to perform the physical functions of the position.

CURRENT SALARY GRADE (PR 009) is \$60,809 to \$85,129 annually with excellent benefits