

EMERGENCY COMMUNICATIONS TECHNOLOGY SPECIALIST

NATURE OF WORK

This is responsible technical work supporting the technical operations of the Lincoln Emergency Communications Center (LECC).

Work involves responsibility in designing, developing, and maintaining emergency communications systems and applications and ensuring efficiency and compliance. The role also requires systems analysis, user support, and monitoring programming and development activities by users or partner administrators. Supervision is received from the Emergency Communications Head.

EXAMPLES OF WORK PERFORMED

Coordinates LECC interfaces in supporting partner agency technology solutions as well as outside contractors and vendor maintenance staff; promotes data integrity and integrations reliant on the LECC.

Supports the computer aided dispatch system (CAD) and all related modules and interfaces; provides technical assistance to internal and external system users, includes resolving complaints or technology performance concerns in an efficient and timely manner.

Performs routine system and database administration tasks including maintenance, patch installations, data collection and validation; inputs and maintains critical data, reports, and logs.

Creates custom reports, forms, applications, queries, and data storage files; utilizes scripting, SQL queries or other techniques; compiles and reports applicable statistics to the LECC Emergency Communications Head and fulfill requests from community and partner stakeholders.

Conducts security administration and determines authority levels for users in the system pursuant to applicable security and privacy laws and standards.

Monitors trends in emergency communications center operations and public safety; stays aware of emergency communications activities in other counties and states; identifies potential issues and executes necessary technical improvements; investigates and resolves complex and sensitive public safety technology issues.

Plans the technical emergency communications operations of the LECC, according to federal, state, and city policies, procedures, and regulations; uses initiative and independent judgement within established procedural guidelines; collaborates with LECC management to design and refine process and training documentation to include manuals, flow charts, presentations and checklists.

Works with LECC management to oversee the management, training, and deployment of technologies to ensure the quality of daily operations; meets regularly with the Emergency Communications Operations Manager (ECOM) to discuss and resolve priorities, technical issues, quality standards, and assures LECC operations comply with federal, state, and city regulations.

Maintains accurate and complete records according to federal, state, city, and department retention policies and guidelines; ensures confidentiality of and upholds requirements for requesting LECC records.

Works on-call for emergency situations that may arise and provides an alternative contact with Emergency Communications technology trouble-shooting capabilities; develops and maintains a roster of those able to serve in the on-call role with the Emergency Communications Head.

Maintains regular and reliable attendance.

Performs related duties as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of principals, methods, theories, and techniques of basic electronics, complex critical emergency communication systems.

Knowledge of operations, services and activities of a Public Safety Answering Point (PSAP).

Knowledge of customer service principles and problem resolution techniques.

Knowledge of geographic features and locations within and around the area served.

Knowledge of computer software such as Microsoft Excel, Microsoft Word, and/or similar programs; modern office equipment and related software applications.

Knowledge of Emergency Communications protocols.

Knowledge of Lincoln Police Department General Orders.

Knowledge of applicable Federal, State, and local codes, laws and regulations.

Ability to assure compliance with FCC Rules and Regulations.

Ability to read and interpret technical data sheets, circuit diagrams and communications equipment bid proposals.

Ability to operate, maintain, and diagnose failures of all technology solutions utilized in the LECC.

Ability to establish and maintain effective working relationships with fellow employees, public officials, other city departments, partner agencies and vendors.

Ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS

Associate degree with major coursework in computer science, computer information technology, or related field and two years of experience in systems development and maintenance; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

Candidates must meet minimum telecommunicator training standards for the state of Nebraska.

Possession of an Emergency Number Professional (ENP) certification from the National Emergency Number Association within one (1) year of employment.

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