

CHIEF OF COMMUNICATIONS - CAD/RM

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Commissioner of Emergency Services, the incumbent of this class is responsible for planning, coordinating and implementing the operation and administration of a complex, automated emergency communication system at the County Department of Emergency Services. Work includes providing on-going management and support of the Computer Aided Dispatch and Records Management (CAD/RM) system; and coordinating the CAD/RM system with other municipal emergency service agencies as a critical responsibility for its successful operation. Responsibility also involves receiving and maintaining confidential recorded and written reports. Supervision is exercised over all communications operators and supervisors. Does related work as required.

EXAMPLES OF WORK: (ILLUSTRATIVE ONLY)

Manages the 24-hour operation of the Westchester County Fire Control Center systems, services, and networks from an operational perspective; conducts regular reviews and analyses to insure that operational objectives are met in the most efficient and cost effective manner;

Assists in managing and coordinating the efforts of participating local emergency service agencies for the implementation and operation of the Fire and EMS CAD/RM System;

Insures the on-going operation and quality performance of the hardware, software and user support of the entire CAD/RM System, including systems back-up, reboots, simple diagnostics and database management; assigning and maintaining secured user identifications; and planning for systems enhancements, growth, code and map updates, etc;

Develops and implements operational plans and procedures for all systems users of both current and future applications; and oversees the instruction of both county and local emergency response personnel in the proper use of the CAD/RM system;

Oversees the provision of a 24-hour support for all hardware and software diagnostics on multiple platforms such as IBM, Stratus, Motorola, Dictaphone, etc;

Performs general administrative functions such as participation in the preparation of the Communication division component of the annual budget, reviewing expenditures to insure cost containment, recommending the purchase of equipment and supplies, and other related functions to insure the smooth and effective operation of the Fire Control Center;

Supervises and trains Fire Control Center staff including developing and assigning work and leave schedules to insure adequate coverage on all shifts; participating in the interviewing and selection process; preparing performance appraisals; and other related functions;

EXAMPLES OF WORK: (ILLUSTRATIVE ONLY) (Cont'd)

Represents the Commissioner at scheduled meetings and functions of municipal emergency service agencies throughout the County, as required;

Serves on various committees and task forces as required;

Keeps abreast of technological advances and regulatory changes affecting emergency communications;

Uses computer applications and other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of Federal Communications Commission (FCC), New York State and other laws, regulations, and rules governing emergency radio and electronic communications; thorough knowledge of the practices and procedures used in the operation of a county-wide emergency communications system, including radio, telephone (E911), municipal alarm, and computer aided dispatching systems and networks; thorough knowledge of the Fire and EMS agencies throughout Westchester County, including their operational capabilities and geographic jurisdiction; skill in the operation of both the hardware and software associated with the Computer Aided Dispatch/Records Management (CAD/RM) system, including but not limited to the IBM AIX and RS6000 systems, Oracle database management, Stratus FTX; ability to develop and modify specifications for and diagnose performance problems of communications and CAD systems; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to plan, schedule, supervise and coordinate the work of others; ability to develop and maintain effective working relations; ability to communicate clearly and effectively, both orally and in writing; ability to understand and communicate complex technical information pertaining to computer aided dispatching; sound professional judgment; dependability; initiative; resourcefulness; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) a Bachelor's Degree* including or supplemented by the satisfactory completion of a course in fire leadership, fire management, or fire administration at a recognized college or university or from the New York State Department of Fire Prevention and Control, and in addition, three years experience on a computer aided fire emergency communication system, one of which must have included or been supplemented by at the supervisory experience; or (b) seven years experience on an emergency communication system, three of which must have been on a computer aided fire communication system at the supervisory level; or (c) four years of leadership experience in a paid or recognized volunteer fire department, which must have included at least three years experience on a computer aided fire emergency communication system and three years supervisory experience; or (d) a satisfactory equivalent combination of the foregoing training and experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York state Department of Education as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

SPECIAL REQUIREMENTS:

1. Possession of a valid license to operate a motor vehicle in the State of New York.
2. Certification by the New York State Office of Fire Prevention and Control in Firefighting Essentials, Hazardous Materials Response I, Incident Command, and Preparing for Command or equivalents.
3. Certification as an Emergency Medical Dispatcher.