

## Job Description

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**Job Title:** Communication Services Manager **Job Code:** 905054 **Job Family:** Public Safety

**Pay Grade:** JC.17.18 **FLSA:** Exempt **EEO:** Professionals

**Department/Agency:** EMC **Position Number(s):** Multiple

**Recommended Position Title(s):** Communication Services Manager

**The following Core Competencies apply to everyone and are essential to all County jobs:**

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork– Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

**Essential Duties:**

- Manages the technical planning & operations of the Countywide Communications & Technical Systems including the maintenance, repair, and installation of equipment.
- Provides technical advice and consulting service to User Departments and Agencies.
- Evaluates quality of communications service delivery to user agencies and citizens using performance measures and analysis; performs, leads, and/or evaluates special projects; assists with budgetary issues; evaluates statistics to make determinations regarding resource deployment and budgetary needs.
- Serves as a subject-matter expert for county radio operations.
- Develops and implements plans and provides oversight for the maintenance and administration of infrastructure and information technology systems for multiple functions including radio and communication function; directs and monitors programs providing user support and resources; participates in the creation and implementation of long-range strategic plans and provides leadership to other staff through the strategic planning process.
- Supervises technical diverse work product produced by Radio Technicians, Systems Administrator, CAD Administrator, and Developer Analyst positions.

**Supervisory Responsibilities:**

- Yes  No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance

***Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.***

## Job Description

### **Minimum Job Requirements:**

Associate's degree in any field; three (3) years professional level experience in electronics, two way radio, computer and telephone systems supplemented by technical electronics training in system design, maintenance and diagnosis; training in electronics, LMR technologies, and computer/9-1-1 training or experience are required.

***Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.***

### **Preferred Job Requirements:**

Bachelor's degree in any field and two (2) years' experience as a manager or consultant with a communications manufacturer or service provider are preferred.

### **Education/Experience Substitutions:**

Yes  No Experience may be substituted for degree.

Yes  No Education may be substituted for experience.

### **Physical, Environmental, and Special Working Conditions:**

Weather essential position.

Valid driver's license with an acceptable driving record and successful completion of the post-offer drug testing are required.

All County employees may be called upon to assist other departments in a declared emergency situation.