

CLASSIFICATION: ASSISTANT DIRECTOR OF EMERGENCY SERVICES AND COMMUNICATIONS

Class Code: 0335-35

Date Established: 11-29-13

Occupational Code: 7-5-3

Date of Last Revision:

Exempt Status: Exempt

BASIC PURPOSE: To administer and oversee the technical and business activities of the New Hampshire Department of Safety's Bureau of Emergency Communications, directing and coordinating short-term and long-term goals to achieve agency objectives, and to act in the capacity of the Director of the Division of Emergency Services and Communications as needed.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Oversees and directs the statewide review, analysis, and maintenance of emergency communication technologies and systems.
- Assists the Director in the coordination of Division-wide programs, including policy setting and the review and analysis of Division staffing and organizational plans.
- Provides agency-wide technological supervision regarding emergency communications, to include the development and evaluation of internal policies for the acquisition, installation, and use of technologies.
- Authorizes and monitors matters involving the Department's public safety emergency answering systems and facilities and ensures compliance with national standards.
- Supervises the administrative staff that oversees communications maintenance, telecommunications, and emergency communications, to include conducting performance appraisals.
- Acts as a key participant in agency budget preparation, providing guidance and cost data on technology and communication components, and oversees the development of requests for proposals (RFP's).
- Represents the Division on technology matters at legislative or Executive Council meetings and testifies at House and Senate hearings regarding Governor and Council requests including contracts.
- Interacts with federal, State, and local agencies, the public, contractors, and vendors regarding a variety of matters, including technology transitions, federal grants, state-wide interoperability, and Homeland Security.
- Maintains active membership in good standing with national public safety and emergency communication associations.

DISTINGUISHING FACTORS:

Skill: Requires skill in evaluating, planning, or integrating analysis of data to formulate current and long-range solutions, strategies, or policies of a specialized or technical nature.

Knowledge: Requires logical or scientific expertise to resolve problems of a specialized or professional nature in a wide range of applications.

Impact: Requires overall administrative responsibility for achieving agency objectives by directing all aspects of operations management. Errors at this level result in disruption of system wide programs and services as well as long-term adverse impact on agency image and the future success of organizational operations.

Supervision: Requires agency-wide administrative supervision, including the responsibility for developing and evaluating internal personnel policies. This level also involves the administrative management of a **program which** affects more than one agency, including overseeing the interaction of agency employees or policies to accomplish organizational objectives and goals.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires acting as the official representative of the agency, including explaining and defending current and long-range goals or objectives which directly affect public policy decisions regarding major state programs and services.

Complexity: Requires formulating the combination of overall job functions in order to address highly diverse or novel situations requiring new concepts and imaginative approaches to a wide range of intellectual and practical problems.

Independent Action: Requires administrative decision-making in authorizing and monitoring the implementation of major departmental policies and procedures.

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with major study in Technology, Communications, Project Management, Engineering, Public Administration, Public Safety or a related field.

Experience: Ten years' experience in Communications, Engineering, Project Management, Public Administration, Public Safety, or a related field, five years of which must have been in a management level position involving telecommunications duties concerned with program administration, program planning and evaluation, public safety, telephony, wireless/IP-based technologies experience or related project management.

OR

Education: Bachelor's degree from a recognized college or university with major study in Technology, Communications, Project Management, Engineering, Public Administration, Public Safety, or a related field.

Experience: Eleven years' experience in Communications, Engineering, Project Management, Public Administration, Public Safety, or a related field, five years of which must have been in a management level position involving telecommunications duties concerned with program administration, program planning and evaluation, public safety, telephony, wireless/IP-based technologies experience or related project management.

SPECIAL REQUIREMENTS:

1. Must possess highly specialized technical skills involving all aspects telephony and networking.
2. Must be available 24/7 in the event that emergency communications are interrupted and must be resolved.
3. Must be able to work outdoors when required during an emergency situation, which may include exposure to potential hazards such as downed wires, dangerous weather, and flooding.
4. Must be able to travel frequently in-state.
5. Must undergo a background investigation in order to insure suitability for exposure to classified information.

RECOMMENDED WORK TRAITS: Knowledge of the principles and practices of public administration as it relates to emergency services. Knowledge of telephony and networking systems. Knowledge of state and federal laws and regulations relating to emergency services. Knowledge of budget administration and how to determine resource allocation. Knowledge of the principles of effective supervision. Skill in repairing and maintaining electronic and mechanical components of emergency management systems as needed. Ability to develop, implement and evaluate system-wide operational and technical policies and procedures relating to emergency communication technology. Ability to strategically manage a program affecting multiple state agencies. Ability to learn and apply new technologies. Ability to speak before legislators, agency officials, and public groups. Ability to establish effective working relationships with multiple parties, including federal, state, and local agencies, government officials, contractors, vendors, police chiefs, and fire enforcement officials. Ability to resolve problems independently and to make administrative-level decisions in an emergency situation. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.