

TARRANT COUNTY 9-1-1 DISTRICT
Job Description
Position Title: Implementation Specialist

FLSA STATUS:	EXEMPT	DEPARTMENT:	Operations
LOCATION:	Tarrant County 9-1-1 Office		
REPORTS TO:	System Support Manager		
DATE PREPARED:	January 2019		
APPROVED BY:	Shinar Haynes, Executive Director	DATE:	

ESSENTIAL FUNCTIONS:

The Implementation Specialist assists with planning, design, configuration, physical connectivity, installation and problem resolution of PSAP systems and technology. The Specialist works with technologies within PSAPs and interconnecting PSAPs. This individual is available 24/7 for PSAP support and problem resolution of the 9-1-1 systems as well as critical District services.

The Implementation Specialist's duties include task management, developing and executing test plans, oversight of outsourced services, testing of system configurations, review and implementation of software revisions and upgrades, coordination of onsite installations and upgrades at PSAP sites, and acceptance testing of new systems and feature sets. The Specialist's duties also involve ergonomics and feature functionality of systems provided for such functions as 9-1-1 call taking. Both office assignments and assignments at various sites throughout the District are required. Interaction and instruction of features and equipment functionality is necessary.

POSITION REQUIREMENTS:

- Support District objectives by assisting in the planning, installation, maintenance, and documenting of PSAP systems
- Advanced technical knowledge of 9-1-1 systems, standards and telephony concepts
- Oversee implementation of multiple and simultaneous projects
- Working knowledge of Public Safety Answering Point technology and working environments so as to identify and recommend solutions suitable for PSAP environments
- Provide guidance and input to training resources for users of systems and networks in both PSAP and administrative environments
- Participate in the development of strategies for continued maintenance and upgrades suited to changing needs for PSAPS.
- Assist with goals and test plans for the development of next generation networks and CPE and the migration of existing services for 9-1-1 applications

- Review reports and logs, determine necessary changes and adjustments, and implement remedial measures.
- Works with vendors and maintenance personnel to complete projects, tasks and goals. Assists with billing review of services provided
- Assists in the development of departmental budget by identifying solution needs and acquiring vendor information
- Participate in continuing training and education on technical subject matter to promote up skill development and keep abreast of new technologies
- Review documentation on functionality and test feature functionality, debug applications, document problems and identify training issues.
- Demonstrate working knowledge and experience with such components as firewalls, network security, and interconnection with 9-1-1 networks.
- Assist with team assignments to include field testing, documentation, and training
- Frequent lifting of hardware and equipment in excess of 10 pounds and physical ability to perform installations in varied and confined environments
- Some supervision of outsourced services and contract personnel
- Field work and travel between field work locations is necessary
- Other job duties as assigned

REQUIRED KNOWLEDGE AND SKILLS:

- Strong knowledge of current software, hardware and operating system platforms, computer aided dispatching software interfaces, telecommunications systems, backup power systems and diagnostic equipment as used by Tarrant County 9-1-1
- Ability to manage and maintain record keeping system of projects and activities within the PSAP and network
- Communication skills (written and verbal) with various levels of staff and management.
- General office computer software programs including but not limited to MS Word, Excel, and PowerPoint.
- Ability to work with PSAP personnel and operations team members.
- Work on multiple tasks at once.

- Experience understanding and following technical instructions with strong problem solving skills.
- In-depth knowledge of 9-1-1 networks and 9-1-1 CPE.
- Ability to work independently yet also works well with teams, in a technical and non-technical capacity.
- Ability to use maps and charts.
- Operate a motor vehicle and possess current Texas driver's license and insurance.

EDUCATION AND EXPERIENCE

- High school degree or higher
- Three or more years in the Telecommunications field
- Experience in problem resolution and project management
- Three or more years Experience in PSAP technology implementation

CORE COMPETENCIES

- 1. Responsive Customer Service** – Balancing interests of a variety of clients, readily readjusts priorities to respond to pressing and changing client demands. Anticipates and meets the need of clients; achieves quality end products; is committed to continuous improvement of services. Listens, understands and meets customer (both internal and external) expectations in timely manner.
- 2. Integrity/Honesty** – Instills mutual trust and confidence; creates a culture that fosters high standards of ethics; behaves in a fair and ethical manner toward others, and demonstrates a sense of corporate responsibility and commitment to public service. Truthful, trustworthy, ethical and honest.
- 3. Performance Excellence** – Creates and sustains an organizational culture which encourages others to provide superior levels of consistent high quality of service essential to high performance. Enables others to acquire the tools and support they need to perform well. Shows a commitment to public service. Influences others to a

spirit of service and meaningful contributions to mission accomplishment. High ethics and standards, service oriented and “walks the talk”.

4. **Effective Communications** – Makes clear and convincing oral presentations to individuals or groups; Expresses facts and ideas in writing in a clear, convincing and organized manner and listens effectively and clarifies information as needed; facilitates an open exchange of ideas and fosters an atmosphere of open communication
5. **Accountability** – Assures that effective controls are developed and maintained to ensure the integrity of the organization. Holds self and others accountable for rules and responsibilities. Can be relied upon to ensure that projects within areas of specific responsibility are completed in a timely manner and within budget. Monitors and evaluates plans; focuses on results and measuring attainment of outcomes. Responsible, timely, has high integrity, has developed effective controls, reliable and is personally invested.
6. **Fiduciary Responsibility** -Demonstrates broad understanding of principles of financial management and marketing expertise necessary to ensure appropriate funding levels. Prepares, justifies, and/or administers the budget for the program area; uses cost-benefit thinking to set priorities; monitors expenditures in support of programs and policies. Identifies cost-effective approaches. Manages procurement and contracting. Steward of others resources, has cost benefit mindset, develops realistic financial planning goals and asset controls.
7. **Technical Credibility** – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise. Is able to make sound hiring and capital resource decisions and to address training and development needs. Understands linkages between administrative competencies and mission needs. Understands subject matter, initiates developmental controls and specialized expertise.
8. **Creativity**– Develops new insights into situations and applies innovative solutions to make organizational improvements; creates a work environment that encourages creative thinking and innovation; designs and implements new or cutting-edge programs/processes. Innovative, cutting edge, flexible, effective solutions, adaptive problem solving.

FUNCTIONAL COMPETENCIES

1. **Flexibility** – Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Adjusts rapidly to new situations warranting attention and resolution.

2. **Continual Learning** – Grasps the essence of new information; master new technical and business knowledge; recognizes own strengths and weaknesses; pursues self-development; seeks feedback from others and opportunities to master new knowledge
3. **Team Work** – Encourages and facilitates cooperation with the organization and with customer group; fosters commitment, team spirit, pride, and trust. Develops leadership in others through coaching, mentoring, rewarding, and guiding employees. Actively participates in healthy debate and discussion sharing personal points of view and rational for individual thinking; once decision has been made only supports and owns the majority decision as if it were your own; doesn't undermine or second guess majority decisions after the fact.
4. **Problem Solving** – Identifies and analyzes problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to individual and organizational problems.
5. **Technology Management** – Uses efficient and cost-effective approaches to integrate technology into the workplace and improve program effectiveness. Develops strategies using new technology to enhance decision-making. Understands the impact of technological changes on the organization.