

**TARRANT COUNTY 9-1-1 DISTRICT**  
**Job Description**  
**Position Title: Telephony Analyst**

FLSA STATUS: PART-TIME	DEPARTMENT: Support Services
LOCATION: Tarrant County 9-1-1 Office	
REPORTS TO: Director of Support Services	
DATE PREPARED: July, 2018	
APPROVED BY: Shinar Haynes, Executive Director	DATE: July, 2018

**ESSENTIAL FUNCTIONS:**

The Telephony Analyst for the Tarrant County 9-1-1 District is responsible for the critical function of monitoring, verifying, maintaining, analyzing and reporting information associated with 9-1-1 call processing, call delivery and system performance. The Analyst also interacts with various telephony providers including VoIP, Wireless and PSP providers to define interconnection and data exchange essential to the content and function of the 9-1-1 database. This individual performs periodic analysis of call volumes, demographic data, and performance related functions. The analyst detects abnormalities, documents trends, identifies anomalies, creates and archives reports, schedules and performs testing, and directs and implements services and programs that ensure optimum performance of the 9-1-1 database. Duties of the Analyst also include interaction with 9-1-1 Answering Points to understand and document problems and implement problem solving activities.

**POSITION REQUIREMENTS:**

- Design and implement procedures to facilitate the flow of information between member jurisdictions, telephone companies and vendors, as required;
- Prepare routing instructions for all new cell towers. Work with wireless carriers to solve problems related to wireless 9-1-1 calls.
- Conduct wireless and VoIP testing to determine accuracy of ALI information provided to the PSAP on these call types;
- Prepare reports that analyze the ALI database to include tracking the number of records by telephone service provider;
- Plan, implement and direct the District's Quality Assurance program. To include 9-1-1 call data, tracking payments to ILEC's, CLEC's and vendors.

- Prepare daily and monthly reports that monitor statistical data, identify trends, and indicate network or database problems;
- Serve as primary liaison between internal and external customers required to create, verify and maintain the 9-1-1 network and databases;
- Remain current on technological developments ensuring compliance with all accepted technical standards, polices and applicable state, local and federal laws and regulations;
- Develop and implement special programs, as required, to meet database system needs;
- Conduct diagnostic reporting and analysis of Automatic Location Information (ALI) and/or Voice Over Internet Protocol correspondence (VOIP);
- Interpret and evaluate routine data from multiple reports, separating the routine and normal from the unusual and complex;
- Determine appropriate corrective action to resolve consistent or intermittent events as determined from the evaluative process of reports with recommendation to end user;
- Performs other duties as required.

**REQUIRED KNOWLEDGE AND SKILLS:**

- General office computer software programs, including but not limited to: MS Word, Excel, and PowerPoint;
- Effectively work with individuals and groups at all levels of the organization;
- Work independently, without direct supervision at times, and also work as a member of a team, as required;
- Ability to work on multiple tasks concurrently;
- Application of instructions and guidelines to specific problems as instructed by the Executive Director and as identified through self directed needs analysis to make recommendations for action;
- Demonstrates solid verbal and written communication and interpersonal skills;
- Remain current with the latest industry standards and techniques;

## EDUCATION AND EXPERIENCE

- BA/BS Degree preferred.
- Extensive 9-1-1 telephony and database experience, knowledge of internal LEC 9-1-1 Database and MSAG transaction processes is required.
- 5-10 years management experience in telephony related field preferred .

## ESSENTIAL COMPETENCIES

- **Service Motivation** – Creates and sustains an organizational culture which encourages others to provide the 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 toward a spirit of service and meaningful contributions to mission accomplishment.
- **Continual Learning** – Grasps the essence of new information; masters new technical and business knowledge; recognizes own strengths and weaknesses; pursues self-development; seeks feedback from others and opportunities to master new knowledge.
- **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.
- **Oral Communication** – Makes clear and convincing oral presentations to individuals or groups; listens effectively and clarifies information as needed; facilitates an open exchange of ideas and fosters an atmosphere of open communication
- **Written Communication** – Expresses facts and ideas in writing in a clear, convincing and organized manner.
- **Interpersonal Skills** – Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful, compassionate and sensitive, and treats others with respect.
- **Conflict Management** – Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations. Manages and resolves conflicts and disagreements in a positive and constructive manner to minimize negative impact.
- **Team Work** –Encourages and facilitates cooperation within the organization and with customer groups; fosters commitment, team spirit, pride, 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 rationale for individual thinking; once decision has been made openly supports and owns the majority decision as if it were your own; doesn't undermine or second guess majority decisions after the fact.

- **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.
- **Problem Solving** – Identifies and analyzes problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to individual and organizational problems.
- **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.
- **Influencing/Negotiating** – Persuades others; builds consensus through give and take; gains cooperation from others to obtain information and accomplish goals; facilitates "win-win" situations.
- **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.
- **Partnering** – Develops networks and builds alliances, engages in cross-functional activities; collaborates across boundaries, and finds common ground with a widening range of stakeholders. Utilizes contacts to build and strengthen internal support bases.