



JOB DESCRIPTION

Position: Technology Program Manager
Reports To: Information Technology Director
FLSA Status: Exempt
Last updated: 04/07/2022

Core Values: Ethics, Professionalism, Encouragement, Innovation

Position Summary:

This position is responsible for leading the research, implementation, and continuous development of technologies supporting the Jefferson County Communications Center Authority (Jeffcom). Primary responsibilities include collecting and analyzing competitive business intelligence, developing and executing the organizational technology roadmap, functioning as a project manager, and overseeing all stages of technology development. This is a position requiring strong leadership skills and technical aptitude.

Supervision Received:

Works under the general supervision of the Information Technology Director.

Supervision Exercised:

CAD Administrator, Data Analyst, GIS Analyst, and the Recording Technicians.

Essential Duties, Functions and Responsibilities:

(The duties listed are intended only as illustrations of the various types of work that may be performed, and are in no way construed or perceived to be exhaustive. The employee may also be required to perform additional functions and duties as assigned.)

- Plan and manage technology development initiatives. Oversee the deployment and integration of technology.
- Research and implement cutting edge technology solutions advancing the organization and industry.
- Work closely with members of the Information Technology team to develop and deploy high-quality products.
- Facilitate and schedule time, staff, and resources to work on critical items and tasks.
- Provide hands-on technical guidance, project management, and cross-functional coordination to deliver exceptional program outcomes.

- Organize and track project tasks, define project scopes, manage risk, and solve problems.
- Function as department head in the absence of the Information Technology Director.
- Ensure projects and initiatives are completed on time and within budget. Track project milestones, dependencies, and the delivery process.
- Evaluate program performance and facilitate adjustments as necessary.
- Train and support peers, foster effective teamwork and support related initiatives.
- Interact with vendors and collaborate with consultants in leading projects.
- Continuously coordinate with organizational leadership to ensure business needs and aspirations are met.
- Maintain knowledge of, comply with, implement, and apply Jeffcom's rules, policies and procedures, and criminal laws and ordinances applicable to the position, as well as remember numerous details of calls received.
- Maintain professional and effective written and verbal communication skills at all times.
- Consistently provide excellent customer service to all citizens, emergency responders, member and user agencies, vendors, and co-workers.
- Must maintain confidentiality at all times for our citizens, emergency responders, and employees, including Protected Health Information ("PHI") as defined under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) in a sensitive, information-rich environment.
- Promote a positive, professional image of Jeffcom at all times.
- Participate in public education events as scheduled.
- Complete job-related trainings and continuing education to maintain and expand skills and knowledge as assigned and required.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Make presentations to public groups, local government representatives, management, and boards.

- Remain calm and effective during emergencies, even during heavy workloads, exercise good judgment, prioritize emergent and non-emergent situations accurately, and obtain and act on information quickly and accurately.
- Maintain regular, predictable, and punctual attendance.
- Work in excess of 40 hours in a work week, as required, including evenings, holidays, and weekends, including being on call, as-needed, and promptly handle urgent calls for service regarding system problems and outages during off-duty hours.
- Work cooperatively with vendors, emergency responders, member and user agencies, and co-workers.
- Perform any additional duties as assigned.

Minimum Education, Experience, License and Certification Requirements:

- Bachelor's degree or equivalent, preferably in an information technology-related field, is required.
- Minimum of three (3) years of experience in the information technology field along with demonstrated leadership skills and strategic thinking.
- Prior experience in a Public Safety operations environment.
- Ability to obtain CCIC/NCIC certification within six (6) months of hire. This includes being able to pass a background check. Ability to remain drug and alcohol free; marijuana use is not allowed, even if medically prescribed.

Required Knowledge, Skills and Abilities:

- Advanced knowledge of the full life cycle of technology and product development.
- Ability to collaborate with information technology team members and report to senior leadership.
- Skill in demonstrating critical thinking and functioning under extreme stress.
- Experience working in project management.

- Must exercise independent judgement and initiatives, manage interpersonal and organizational conflicts, and establish and maintain effective working relationships.
- Solid organizational skills including attention to detail and multitasking skills.
- Familiarity with public safety systems including computer-aided dispatch (CAD), Geographic Information Systems (GIS), and telephony.
- Excellent written and verbal communication skills.
- Skill in following complex verbal and written instructions, policies, and procedures.
- Exceptional communication and interpersonal skills.
- Skill in making sound decisions in a manner consistent with the “Essential Duties, Functions and Responsibilities”.
- Ability to read, write, speak, and understand the English language at a level adequate to perform the duties of the position.

Physical Demands:

Lifting and Carrying:

Position requires ability to frequently lift/move objects of up to 10 pounds in weight, and occasionally lift/move objects of up to 25 pounds in weight.

Body Positions:

This position will involve sedentary, administrative work in an office environment. This position requires ability to sit for extended periods, and frequent pushing, pulling, pinching, gripping, reaching over head, reaching away from body, and repetitive motions. Standing, walking, kneeling, stooping, bending, lifting, and squatting also will be required as necessary to perform the duties of the position.

Vision and Hearing:

Use of sensory activities, such as talking, seeing, and hearing, will be required frequently. Position requires close vision and the ability to adjust focus.

Mental Requirements:

Information Retention:

Must be able to read, remember and use policies, procedures, criminal laws and ordinances that apply to the position.

Employee Acknowledgment

I have read this job description (or had it read to me) and fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department, and if so I will be required to perform such additional duties and responsibilities. If I have questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or the HR Manager.

Employee Signature

Print Name

Date

Language Ability:

Must be able to speak English clearly and concisely to communicate with callers, emergency responders, and co-workers.

Reasoning:

Ability to apply common sense understanding to carry out instructions furnished in written or oral form and to solve problems with good judgment and decision-making skills.

Work Environment and General Information:

Work in a restricted access area, typical office environment with other staff speaking on phones and radios in communications center. Occasionally may have to work in server room or other equipment areas that are kept at lower temperatures for periods of time to repair, maintain or replace equipment. Contact with other public jurisdictions and members of private industry. Contact with employees in work unit and in other departments. Work under general supervision with supervisor available to resolve unusual or complex work problems.

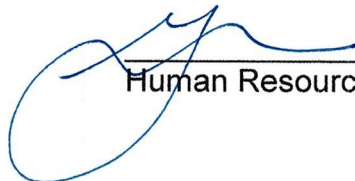
ADA Compliance Statement:

The human resources goal of Jeffcom is to select and retain the best qualified applicant for each available job. An applicant's or employee's disability will not remove the application from consideration or current employee from his/her job if the applicant or employee is able to perform the essential functions of the job with or without reasonable accommodation, unless such accommodation will result in undue hardship for Jeffcom or pose a safety risk to the applicant, employee, or others.

Jeffcom complies with the American with Disabilities Act. If you require a reasonable accommodation in order to apply for this position, please contact the Human Resources Manager.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.


Executive Director 4-7-2022
Date


Human Resources 4/7/2022
Date