

## **McLennan County 9-1-1 Emergency Assistance District**

### **JOB DESCRIPTION**

**April 2024**

#### **POSITION TITLE: PROGRAM OPERATIONS SPECIALIST**

##### GENERAL DESCRIPTION

The purpose of the position is to serve as project coordinator/liaison, provide support on various District projects, and to oversee accurate routing of landline, wireless, VoIP 9-1-1 calls, and other non-traditional communications to the Emergency Communication Centers (ECCs). This position ensures accuracy and functionality of all databases, 9-1-1 call handling equipment (CHE), and 9-1-1 call routing functions.

##### ESSENTIAL FUNCTIONS

Serves as project coordinator/liaison and provides support on various District projects including: equipment replacement, software upgrades, and implementation of new technologies.

Oversees accurate routing of landline, wireless, VoIP 9-1-1 calls, other non-traditional communications and ensures prompt resolution of routing discrepancies.

Ensures the 9-1-1 system is operational through frequent monitoring and testing of networks.

Monitors call handling equipment to ensure proper operations; conducts frequent testing of equipment; identifies need for repair/replacement of equipment.

Notifies appropriate personnel, ECC supervisors, and/or Board of Managers of critical emergency situations, and/or problems with call handling equipment or network.

Ensures accuracy and functionality of all database, call-handling equipment, and 9-1-1 call routing functions.

Develops and maintains relationships with various service providers relating to routing of 9-1-1 calls. Updates 9-1-1 call routing information and ECC contact information.

Provides recommendations to executive director for acquisitions of new 9-1-1 call handling equipment, database, network, and new technologies.

Prepares various reports for Board of Managers meetings, ECC supervisor meetings, and as requested by outside entities.

Serves as back-up to GIS Analyst and performs occasional GIS functions including: assignment of physical addresses and updating of 9-1-1 map.

Performs related duties as required.

## QUALIFICATIONS

- Bachelor's Degree in Public Safety, Information Technology, or related field or Five (5) or more years of experience in 9-1-1, Public Safety, or related field. Some GIS experience preferred but not required.
- Must have the ability to troubleshoot problems and learn new systems and interfaces.
- Be able to work and think independently, without direct supervision, as well as a member of a team as required.
- Be able to work on multiple tasks at once and remain calm and functional during stressful circumstances.
- Work is non-standardized and varied and requires the employee to produce expected results and meet deadlines by determining which procedures to follow.
- Possess excellent communication skills (written and verbal) to interact with various levels of staff and management, the District Board of Managers, and other District partners, both technical and non-technical.
- Should possess critical thinking skills and problem-solving abilities. Should pay attention to details and have good documentation skills.
- Must obtain ESRI GIS training within one year of hire.
- Knowledge of general office computer software programs, including but not limited to MS Word, Excel, and PowerPoint, as well as the ability to effectively use maps, charts, and databases.

A clean criminal record without convictions and a clean driving record without serious convictions are both required for employment. The District will perform both before employment. Interested candidates should submit their application, resume, and a cover letter to:

Human Resources  
McLennan County 9-1-1 District  
107 Burnett Ct  
Woodway, TX 76712

or via email to: [employment@mcead911.org](mailto:employment@mcead911.org)