

911 SPECIALIST

MAJOR FUNCTION

This is a senior journeyman technical position responsible for reviewing, coordinating, and administrating specific aspects of the Marion County Enhanced 9-1-1 System. Responsible for the Emergency Service Number (ESN) response zones, the Master Street Address Guide (MSAG) road entries and 9-1-1 database accuracy. Responsible for the administration of Marion County's seven wireless telephone companies, over twenty competitive telephone companies (CLECs) and three major telephone companies. Also manages the 9-1-1 System Support Department's equipment inventory, 9-1-1 records retention and destruction, budget preparation, purchasing, and review of all state and Federal (including the FCC) legislation and rules that affect and regulate 9-1-1 in the State of Florida. The person in this position is able to exhibit all the skills of the 9-1-1 Addressing Specialist I, II and III positions with a high degree of professionalism and expertise.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Performs all the duties of a 9-1-1 Addressing Specialist I and II when necessary.
- Reviews and maintains a working knowledge of all applicable 9-1-1 Florida State Statutes to include the Florida State 9-1-1 Plan and applies these regulations and concepts when dealing with the over 30 telephone companies doing business in Marion County as well as equipment vendors and public safety agencies.
- Maintains detailed knowledge of Florida Statutes 365.171, 365.172, 365.173 and 365.174. Knows and understands the differences between the Florida Statutes that govern landline telephone companies and wireless telephone companies. Explains these differences when questioned and keeps track of legislative changes and applies the new rules when applicable.
- Reviews and maintains a working knowledge of all applicable 9-1-1 Florida Public Service Commission (FPSC) Dockets and decisions, and applies them to day-to-day dealings with all the telephone companies doing business in Marion County.
- Knows and complies with the 9-1-1 State Plan technical and operational requirements for the Public Safety Answering Points (PSAPs).
- Reviews and maintains a working knowledge of all applicable Federal 9-1-1 legislation and laws to include all Federal Communications Commission (FCC) 9-1-1 Dockets and Rules. These include the Telecommunications Reform Act of 1996 and FCC Docket 94-102, with all the subsequent additions and comments.
- Applies all Federal laws when dealing with the telephone companies doing business in Marion County, explaining the reasons for decisions and referring to the written documents for clarification.

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- As Wireless Administrator, decides wireless call routing (to the correct PSAP) by examining the vendor's tower location and the sector coverage maps. Addresses each tower with a coded address so the PSAP call takers can tell that the address belongs to a tower and not a structure.
- Learns and maintains a working knowledge of how each one of the seven wireless vendors operating in Marion County delivers its wireless calls and its call location data. Knows the difference between wireless Phase I and Phase II data and teaches the PSAP personnel the different techniques. As with landline problems, aids the PSAPs with troubleshooting and correcting all wireless problems.
- Works closely with the wireless third party database providers, learning how the data is calculated and transported to the Sprint ALI Database and eventually to the PSAP. Even though each vendor must provide Phase II location data, the Confidence and Uncertainty factor delivery vary widely and this is taught to the PSAP personnel.
- Represents Marion County in the PSAPs during all wireless Phase I and Phase II testing phases. Is stationed at a 9-1-1 answering position and speaks directly with both the data-path testing team or the drive testing team. Monitors the Automatic Location Identification (ALI) screen at the answering position, acting as quality control authentication for the test results. Knows wireless call flow process for all phases and solutions (Phase I, II, CAS, NCAS, HCAS).
- Makes wireless test calls from all parts of the county to ensure the calls route to the proper PSAP with the required information displayed on the ALI screen.
- Gathers all pertinent facts about the wireless companies and compiles the data for the PSAP and EOC SOPs. This data is typically a 24X7 troubleshooting telephone number (TN), a 24X7 subpoena compliance TN and names and TNs of various officials and offices so problem resolution is escalated as necessary. Verifies all names and TNs once a quarter.
- Tracks and analyzes the wireless revenue flow received from the Florida Wireless Board. Tracks and analyzes the revenue flow received from the many CLECs. Prepares documentation for the Director and budget personnel.
- As Competitive Licensed Exchange Carrier (CLEC) Administrator, tracks all aspects of the more than 20 CLECs operating in Marion County. Since competition is high among these alternative telephone companies and there is no mandatory reporting required of the CLEC, uses detective skills to seek out all that are operating in Marion County.
- Contacts CLECs and informs them that when they do business in Marion County they are required to collect and remit to the county the fifty cent per month 9-1-1 User Fee for every one of their customers. Sends copy of yearly 9-1-1 fee Resolution as well as payment information requirements.
- As Records Management Liaison Officer (RMLO) act as a liaison between the state and the

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9-1-1 System Support Department regarding the regulations for retaining government documents. Learns the requirements for retaining and destroying records. Maintains updated copies of RMLO forms.

- Supervises and documents destruction of all official records according to state regulations. Inventories and tracks all stored documents until destruction is accomplished.
- As Inventory Administrator, responsible for all aspects of inventory control and accountability. Tracks and maintains inventory, transfers, acquisitions, and dispositions at the Sheriff's Communication Center and the Ocala Police Department's Communication Center. Items responsible for include MAARS and ComCentrex backroom equipment racks, server computers, printers, operator Vesta computer telephony displays and consoles, operator chairs, NetClock timing system and logging recorders.
- Tracks and maintains inventory, transfers, acquisitions, and dispositions at the 9-1-1 System Support Department. Items responsible for include all computers, printers, vehicles and furniture listed on the official Clerk of Court inventory.
- As Master Street Address Guide (MSAG) Administrator, responsible for the accuracy of over thirteen thousand data entries. Verifies previously submitted MSAG changes and ensures compliance from Sprint for every entry and change of entry. Maintains MSAG records. Ensures MSAG contained in the In-House Database is kept current and identical to the Sprint ALI MSAG as well as all submitted MSAG data.
- As Emergency Service Number (ESN) Response Zone Administrator, responsible for the boundaries of each response zone as displayed on the Automatic Location Identification (ALI) 9-1-1 operator screen. When any of the public safety agencies change their response zone areas, new ESNs are created to reflect the new boundaries. Shifts and relocates all effected road segments. Submits proper ledgers and paperwork to 9-1-1 Database Administrator so that the ESNs are changed in the Enhanced 9-1-1 Database.
- Helps the Director create the Department's annual budget. Reviews and has a working knowledge of the State 9-1-1 Statutes' allowable 9-1-1 expenses. Gathers budget requests from all the public safety agencies and enters them into the draft budget using the BPrep software supplied by the Clerk of Court. Monitors requests and rejects items that are not legitimate 9-1-1 expenses.
- Contacts Marion County's 9-1-1 vendors and obtains budgetary estimates for various leases and maintenance contracts, and enters into the BPrep budget draft. Reviews current expenditure rates and estimates present year's expenses as required by law.
- Monitors the monthly budget reports received from the Clerk for accuracy and trends. Conducts research, analyzes data and provides cost analysis for designated projects. Develops budgetary recommendations and submits written and oral reports.
- Prepares requisitions for Director's approval for most purchases made by the department. Prepares open requisitions for budgeted periodic purchases, maintains running totals and provides monthly feedback to the Director.

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- Maintains approved payment signature on file at the Clerk's Office and approves payments for regular monthly bills as well as individual requisitions.
- Uses purchasing software and creates requisitions for purchases and services. Creates and learns procedures for using and closing both regular requisitions and open purchase orders.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

SECONDARY FUNCTIONS

- Drives county vehicles, including a four-wheel drive.
- Customer relations problem solving.
- Contributes to the development of in-house plans, policies, specifications, and programs.
- Attends Development Review Committee meetings as needed.
- Maintains working knowledge of all department computer software which includes Windows-based operating system, CDPlus, GroupWise, Internet Explorer, ArcView and the Emergency ALI database.
- Fills in for other employees during lunch and absences.
- Attends meetings and seminars as directed.
- Trains in the duties of 9-1-1 Systems Specialist position.
- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

SUPERVISION

This position has no supervisory responsibility.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience

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Associate's Degree or equivalent from two-year college or technical school; including a minimum of three years experience in the 9-1-1 System Support Department and proficiency at 9-1-1 Addressing Specialist I, II, and III tasks; or an equivalent combination of training and experience.

Licenses

Possession of a valid Florida Driver License.

Certifications

Certified in-house as a 9-1-1 Addressing Specialist I, II, and III.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read, analyze, and interpret general business periodicals, legal documents, professional journals, technical procedures, or governmental regulations.
- Ability to speak clear and concise English.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to effectively present information and respond to questions from top management, public groups, groups of managers, clients, customers, and the general public. Ability to teach a class to a group of 1- 15.
- Ability to write reports, business correspondence, and procedure manuals.
- General knowledge of Marion County's department and their functions.

Mathematical Skills

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Problem Solving Abilities

- Ability to define problems, collect data, establish facts, and draw valid conclusions.

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- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Consistently functions independently as an expert in matters of specialized code, rules, policy, or complex scientific or technical systems.

Specialized Skills and Abilities

- Ability to work independently and productively.
- Skill in the use of data base, spreadsheet, and word processing software applications.
- Ability to operate GIS software for data entry to street layer for each and every road segment in Marion County to facilitate new programs for more efficient emergency responses.
- Ability to communicate tactfully and courteously with coworkers and members of the general public. Ability to work cooperatively with staff members on all aspects of 9-1-1 Addressing, the 9-1-1 System and the building permit process.
- Knowledge of state and local regulations regarding the E9-1-1 System and its operation and subsidizing. Working knowledge of Enhanced 9-1-1 Systems.
- Ability to work with members of the public in a tactful courteous manner.
- Possession of a high degree of accuracy and ability to write legibly.
- Ability to adapt to new assignments and procedures.
- Knowledge of instant recall recorders, logging recorders, Telephone Device for the Deaf (TDD), Telephone Device for the Deaf (TDD) detectors, Uninterruptible Power Supply (UPS) and headsets, and 9-1-1 test call procedures.
- Ability to investigate seemingly unrelated aspects of an address or plat application to arrive at the proper address or road name.
- Ability to train other 9-1-1 Addressing Specialists.
- Ability to read, interpret, decipher and map legal descriptions, deeds, aerial, property survey maps, and various property maps and to communicate that information to the public in layman's terms in oral and written form.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

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Machines and Equipment

This employee will be required to operate a computer, related office support software and hardware, calculator, telephone, fax machine, mobile telephone, laptop PC, map scale, rulers, scales and other basic architectural tools, copy machine, plotter, Vesta 9-1-1 operator console, Telephone Device for the Deaf (TDD), architectural tools and other general office equipment in the completion of the tasks of the position, as well as drive a County vehicle, possibly a 4WD.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to stand, climb or balance; will regularly be required to walk, stoop, kneel, crouch, crawl, and to lift up to 50 pounds; and frequently to sit; and will frequently be required to use hands to finger, handle or feel, reach with hands and arms and talk or hear, and listen. Special vision requirements are close and distance, color, and peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The employee will occasionally be exposed outdoor weather conditions. The noise level for this work environment is moderate.

Established: 11/99

Pay Grade: 11

Job Description Number: 3007

Category: 3

Status: NE

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