

TELECOMMUNICATIONS SUPERVISOR

Recruitment #2112-4682-001

List Type	Original
Requesting Department	Milwaukee Police Department
Open Date	04/08/2022 08:00:00 AM
Filing Deadline	04/29/2022 11:59:00 PM
HR Analyst	Aisha Hendree

INTRODUCTION

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big-city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old-world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities and great restaurants.

The City of Milwaukee is proud to employ a diverse workforce that is committed to providing exemplary service to the City's residents. If you have a passion for being a part of an inclusive team of public servants, please consider the following opportunity.

PURPOSE

The Telecommunications Supervisor is responsible for the administration of the City of Milwaukee's public safety telecommunications system.

ESSENTIAL FUNCTIONS

TELECOMMUNICATIONS OPERATIONS

- Verify equipment operation and check alarm statuses within the departmental phone and 911 systems.
- Manage the audio recording system records and inventory; provide recommendations for the upgrade of equipment for recording incoming calls.
- Develop proposals for contracting equipment and or services; interact with vendors.
- Manage maintenance contracts for telephone, recording, and 911 systems as well as vendor contracts for the department's wireless provider.
- Act as liaison for vendors responding to trouble calls or maintenance issues.
- Conduct monthly testing of backup systems (i.e., disaster recovery).
- Manage the telephone switches at relevant facilities; provide recommendations for the upgrade of equipment.
- Manage the telephone and voicemail system.
- Maintain equipment inventory and adequate supplies.

PUBLIC SERVICE ANSWERING POINT (PSAP) OPERATIONS

- Make changes where needed to ensure efficient and reliable operation, with the major focus always being on public safety.
- Participate in user groups, discussion groups, and training opportunities relating to PSAP operations. Stay current with federal regulations for emergency call handling and emerging telecommunication technologies that impact the PSAP's ability to handle calls.
- Work with other PSAP systems personnel including radio, CAD, and RMS to ensure interoperability providing seamless PSAP operations.
- Communicate with other PSAP agencies to maintain an open exchange of information. Work with other law enforcement and Fire/EMS agencies to ensure reliable transfer of emergency calls and information.
- Actively plan for disaster recovery. Ensure personnel are trained and that systems are tested regularly.
- Review PSAP call statistics monthly. Prepare monthly reports on call statistics for equipment and personnel.

CONSTRUCTION/REMODELING

- Review initial plans and specifications for projects and make changes where necessary.
- Attend construction and remodeling meetings, review material and installation specifications, and anticipate and plan for future needs.

- Determine telecommunication and data needs.
- Estimate costs for projects, and request and review work orders from vendors or other city agencies.

ADMINISTRATION

- Review employee performance and perform evaluations, coaching, and retraining.
- Write specifications for contracts and requisitions for bids.
- Cultivate new vendors and suppliers for materials, equipment, and services.
- Maintain documentation on all telecommunications infrastructure, including equipment, circuits, and building floor plans.

We welcome qualified individuals with disabilities who are interested in employment and will make reasonable accommodations during the hiring process in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- The Telecommunications Supervisor is required to carry a mobile phone and be subject to call on a 24/7 basis.
- The Telecommunications Supervisor performs light physical work that includes standing, walking, kneeling, reaching, pushing, pulling, and lifting and moving items weighing up to 10 pounds.

MINIMUM REQUIREMENTS

1. Bachelor's degree in computer science, information systems technology, electrical engineering, or related field from an accredited college or university.
2. Four years of experience in PBX (private branch exchange) management, network support, and data and phone circuit installation and maintenance, including experience with PBX adjunct systems such as voicemail, recording, and call statistics.
3. Valid driver's license at time of appointment and throughout employment.

Equivalent combinations of education and experience may be considered.

IMPORTANT NOTE: To receive credit for related college coursework, college transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application or sent via email to staffinginfo@milwaukee.gov. Applications without transcripts attached are considered incomplete and may be rejected. Unofficial copies are acceptable; however, your transcripts must be legible and include your name, the college name, the degree completed (if applicable), and the degree completion date.

DESIRABLE QUALIFICATIONS:

- Membership in National Emergency Number Association (NENA) and/or Association of Public-Safety Communications Officials (APCO).
- Emergency Number Professional (ENP) certification offered by NENA.
- Prior supervisory or lead worker experience.

KNOWLEDGE, SKILLS, ABILITIES & OTHER CHARACTERISTICS

TECHNICAL

- Knowledge and understanding of communications systems – analog, digital, and Internet Protocol (IP).
- Knowledge of network protocols and routing, Quality of Service (QoS), Voice over Internet Protocol (VoIP), PBX management, Automatic Call Distribution (ACD), call routing, trunks, and trunking protocols.
- Ability to use telecommunications and network test equipment.
- Knowledge of data protocols and troubleshooting techniques.
- Familiarity with the National Electrical Code (NEC).
- Familiarity of federal regulations concerning Public Safety Answering Points (PSAPs) that may affect the department's call center.
- Equipment and wiring installation skills.
- Knowledge of the capabilities of information technology to transform and enhance operations and services.
- Ability to read and understand complex documents such as policies and technical publications.

SUPERVISORY

- Knowledge of management principles and practices.
- Ability to effectively supervise staff, assign duties, set performance standards, provide guidance and training, monitor and evaluate performance, and make hiring recommendations.
- Ability to foster an environment of inclusion wherein all associates are treated respectfully, are valued for their strengths, and feel that they can safely express themselves.
- Ability to bring teams together to meet departmental objectives.

COMMUNICATION AND INTERPERSONAL

- Customer service knowledge and skills; ability to provide excellent service to the public.
- Written communication skills to be able to write clear and concise correspondence and reports.
- Verbal communication skills to be able to convey information clearly and effectively.
- Interpersonal skills and the ability to maintain effective working relationships with all levels of staff.
- Ability to work cooperatively and effectively with people whose backgrounds may differ from one's own.

CRITICAL THINKING AND PROFESSIONALISM

- Ability to work under pressure maintaining and troubleshooting equipment that supports life and death communications.
- Ability to analyze and solve complex problems.
- Decision-making skills and sound judgment.
- Ability to organize and prioritize work assignments and meet varying deadlines regularly.
- Empathy, tact, and sensitivity to be able to serve the public and represent the department positively.
- Honesty, integrity, and the ability to maintain confidentiality regarding all work activities.

CURRENT SALARY

The current salary range (Pay Range 1EX) is \$72,386-\$83,481 annually, and resident incentive salary range for City of Milwaukee residents is \$74,558-\$85,986. Appointment above the minimum is possible based upon level of experience and other qualifications and is subject to approval.

The City of Milwaukee provides a comprehensive benefit program that includes the following:

- Defined Benefit Pension Plan
- 457 Deferred Compensation Plan
- Health and Dental Insurance
- Comprehensive Wellness Program
- Onsite Clinic Services
- Onsite Employee Assistance Program
- Alternative Work Schedules
- Long Term Disability Insurance
- Group Life Insurance
- Tuition Benefits
- Paid Vacation
- 11 Paid Holidays
- Paid Sick Leave and other paid leaves
- Flexible Spending Arrangement
- Commuter Value Pass

For full details of the benefits offered by the City of Milwaukee, please visit <http://city.milwaukee.gov/Benefits>.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests, or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

INITIAL FILING DATE – The examination will be held as soon as practical after **Friday, April 29, 2022**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

NOTE: *Candidates must pass a thorough Milwaukee Police Department background investigation before hire.*

ADDITIONAL INFORMATION

- APPLICATIONS and further information can be accessed by visiting www.jobapscloud.com/MIL.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

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The City of Milwaukee values and encourages diversity and is an equal opportunity employer.

