

Worcester County Job Opportunities

DEPARTMENT: EMERGENCY SERVICES DEPARTMENT

JOB TITLE: ASSISTANT CHIEF – ELECTRONIC SERVICES DIVISION

COMPENSATION: NON-CLASSIFIED (\$75,000- \$100,000 *SALARY DEPENDENT ON QUALIFICATIONS)

WORK LOCATION: 100 BELT ST. SNOW HILL, MD 21863

WORK SCHEDULE: NORMAL WORK SCHEDULE IS MONDAY TO FRIDAY, 8:00AM TO 4:30PM.
ON-CALL 24/7, REQUIRES WORK ON EVENINGS, WEEKENDS, AND HOLIDAYS
AS NEEDED.

APPLICATION PERIOD: UNTIL FILLED

JOB SUMMARY: This manager-level position will be responsible for the Electronic Services Division of the Department of Emergency Services providing management and supervision of personnel and programs. The Electronic Services Division is responsible for two-way radios communications, wireless spectrum management, telephony and 9-1-1 call handling equipment, the Emergency Services IP Network, and Worcester County's broadband government network (WCPN). This position reports to the Deputy Director.

GENERAL REQUIREMENTS:

- Pre-employment background check
- Safety sensitive requiring Drug and Alcohol testing
- Essential personnel subject to emergency call-back with little or no notice
- Must be able to work day or evening shift, and/or weekends as required as needed for emergencies, training or special events
- Possession of a valid driver's license, and a motor vehicle history with less than 4 points

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

- Manages and oversees the maintenance and operation of two-way radio systems by Worcester County Government including the county wide Worcester County public safety and public service P25 radio system
- Serves as the Authority having jurisdiction subject matter expert and lead for issues related to applicable codes involving emergency communication coverage
- Manages and oversees the maintenance and operation of the countywide public safety outdoor warning system
- Manages and oversees the maintenance and operation of the Next Generation 9-1-1 Call Handling Equipment and Emergency Services IP Network (ESInet)
- Manages and oversees the maintenance and operation of public safety applications systems including Computer Aided Dispatch, Fire Department Records Management, and other applications
- Manages and oversees the maintenance and operation of the Worcester County Public Network (WCPN) a broadband fiber optic and microwave MPLS network carrying critical public safety and government data
- Manages and oversees mapping and geospatial needs of the Department
- Supervises and directs the work of Electronic Services Specialists
- Specifies equipment, develops scopes of work, and produces and evaluates Requests for Proposals of large public safety technology projects

- Performs project management and coordination activities related to complex public safety technology projects
- Functions as the primary wireless spectrum manager for Worcester County Government including managing FCC licenses
- Leads the Worcester County Land Mobile Radio Support Team
- Represents Worcester County on FCC Region 20, before the State of Maryland Radio Control Board, and other bodies as assigned and directed
- Communicates with departments and agencies with the County, State, and Federal Government on a regular basis
- Composes, maintains, and distributes confidential and non-confidential correspondence and reports
- Ensures confidentiality of documents/information and use of discretion when handling sensitive and privileged information
- Completes assigned tasks accurately and by established deadlines
- Cross train and back up other staff as needed
- Establishes and maintains harmonious working relationships with co-workers, elected or appointed officials, and the general public using tact, discretion, sound judgment, and professionalism
- Complies with safety programs, procedures training, fire drills, COOP plans, etc. and works safely
- Ensures confidentiality of information and records and complies with record retention schedule
- Adheres to Worcester County Government Personnel Rules & Regulations
- Performs other related duties as required by the Director or Deputy Director of Emergency Services

QUALIFICATIONS AND SKILLS:

- A bachelor's degree from an accredited institution in Public Administration, Emergency Management, Fire Science, Electrical Engineering, Information Technology or a related field is preferred. Education, training and/or work experience may be substituted on a year-for-year basis in lieu of a bachelor's degree
- Minimum of five years' experience managing public safety technology systems
- Minimum of five years' experience in a leadership or supervisory position
- Minimum of five years' experience in managing projects and vendors
- In-depth knowledge of public safety voice and data technologies
- FCC General Radio Telephone Operators License, Certified Electronics Technician, and server and networking certifications preferred
- Exceptional oral and written communication skills
- Within 36 months of appointment must obtain Communications Unit Leader and Communications Technician NQS qualification
- Willingness to assume responsibility regardless of the source or nature of the issue and motivate others to provide superior customer service to employees and citizens
- Ability to read, analyze and interpret job relevant materials & tools including financial reports, spreadsheets and legal documents
- Ability to develop complex scopes of work and evaluate complex proposals
- Ability to perform complex project management activities
- Ability to define problems, collect information, objectively establish facts and draw valid conclusions necessary for recommendations and/or implementation of appropriate action
- Ability to inspire, lead, coordinate, and supervise a team of professionals to achieve high performance outcomes
- Establish and maintain harmonious working relationships with staff, other agencies, and the public using tact, discretion, sound judgment, and professionalism
- Proficient computer skills in Microsoft Word, Excel, and PowerPoint

- Composes confidential and non-confidential correspondence and maintain confidentiality
- Ability to follow verbal and written instructions; keep records and logs; complete written forms accurately
- Ability to apply acquired knowledge to increasingly varied and complex tasks
- Ability to meet deadlines timely
- Ability to work with and carry-out the directive and policies of the County Commissioners and work harmoniously with other officials, agencies, public, and employees
- Ability to work effectively with little supervision and minimal direction
- Ability to work in a fast-paced environment with interruptions
- Self-starter that takes initiative and has a sense of urgency
- Must have a team-oriented work ethic and ability to collaborate
- Valid driver's license and driving record of less than 4 points (MD)

SAFETY ANALYSIS:

(Rarely (<5% of the time), Occasional (5-25% of the time), Frequent (25-75% of the time); Constant (<75% of the time)

Frequent sitting, viewing and typing. Occasional operation in noisy, dusty, and hot/cold environments including working near work at height and water hazards. Occasional to frequent exposure to electrical and radio frequencies hazards. Ability to work outside in all types of weather condition. Ability to lift up to 50 pounds. Rare to occasional exposure to unforeseen hazards associated with emergency and disaster scenes.

Worcester County Government Benefits Information

Worcester County Government offers its employees a comprehensive benefits package, including medical, dental, and vision insurance, paid time off, holidays, retirement plans, and much more! To learn more details about our full range of benefits, please view our Benefits Guide at <https://www.jobs.worcestermd.gov>.

Paid Time Off

Full time employees can accrue up to 248 hours of paid time off in the first year of employment starting on the first full pay period. This includes up to 80 hours of vacation, up to 120 hours of sick, and up to 48 hours of personal leave. The accrual for vacation increases after 6 years and 15 years. Unused vacation and sick leave can be rolled over annually as outlined in the policy details. Full time employees are granted 14 paid holidays in calendar year 2024.

Medical Benefits

Full time employees are eligible for medical, dental, vision, flexible spending account(s), and AFLAC voluntary plans on the first day of the month after date of hire. Please visit our on-line Benefits Guide at the link above for additional details about the plans, co-pays, and premiums.

Full time employees are eligible for county paid life insurance and long-term disability insurance on the first day of the month following six months of employment.

Retirement

All employees budgeted for 500 hours, or more will automatically participate in Maryland State Retirement effective on the date of hire, if not already retired from a Maryland State Retirement system. All employees are eligible to participate in a deferred compensation plan that offers pre-tax and ROTH contribution options. The county provides a \$1 for \$1 match of employee's contributions up to a maximum of \$1,000 per fiscal year as outlined in the plan documents.

Part Time Employees

Part time employees are eligible to participate in the deferred compensation plan on the first day of the month after date of hire. Part time employees are eligible to earn 1 hour for every 30 hours worked of sick leave (up to 64 hours). Sick leave can be taken after a 106-day waiting period.

Extras for All Employees

All employees are eligible to use the Fitness Room at the Worcester County Recreation Center at no cost. All employees have access to an Employee Assistance Program that provides telephone consultations and up to 3 face-to-face visits per year. All employees are eligible for SECU credit union membership.

For more information, please view our Benefits Guide at <https://www.jobs.worcestermd.gov> or call Human Resources at 410-632-0090.