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# ST. MARY'S COUNTY GOVERNMENT VACANCY ANNOUNCEMENT

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**POSITION:** Radio Systems Manager, C09,  
\$56,160 - \$61,984 (B.O.E.) + FRINGE BENEFITS

**DEPARTMENT:** Emergency Services and Technology

**OPENING DATE:** 07-19-17                      **CLOSING DATE:** 09-06-17 (Extended)

**MINIMUM QUALIFICATIONS:**

**Education:** Associate's degree in electronics or related field

**Experience:** Five years of experience in the radio communications field or related work

**Note:** Any equivalent technical training, education and/or education and experience which have provided the knowledge, skills and abilities cited below may be considered.

**ADDITIONAL REQUIREMENTS:**

- ◆ Negative drug test result from pre-employment drug screen;
- ◆ Pass extensive background check with favorable results;
- ◆ Successful candidate must provide proof of eligibility to work in the United States prior to employment.
- ◆ Position requires employee to be available days, nights, weekends and holidays and work flexible hours;
- ◆ Must acquire Emergency Telecommunicator Certification with one year of hire;
- ◆ Valid Maryland Driver's License.

**JOB SUMMARY:** Responsible for ensuring reliable communications for users of the St. Mary's County radio communications systems. These systems serve, and this position provides services and customer support to, various departments, state - local - municipal police departments, local fire/EMS departments, and sundry local - regional - state - federal emergency response partners. Responsible for oversight of system interfaces to radio networks in a number of adjacent jurisdictions - thus insuring first responder interoperability. The work requires a high level of customer service and responsiveness to user needs, frequent contact with multiple system user agencies and outside communications technical / service vendors, oversight and monitoring of: multi-location - distributed server architecture technology platforms, performance requirements, and monitor / report system performance indicators. Responsible for maintaining operational efficiency of systems and making recommendations for improvement as needed, maintenance / accuracy of user database information / records, awareness of current software versions in use including ability to identify correct software version (code plug) for various user radios and successful programming of units, and coordination of software and hardware upgrades when needed. Must respond to and coordinate resolution of system degradation or disruptions. Ability to analyze complex problems, work independently at remote sites and be available to respond to disruptions 24/7/365 is essential. Performs other duties as assigned.

## **DUTIES:**

- ◆ Perform a variety of tasks necessary to insure 24/7/365 operation of the emergency radio communications systems to ensure the continual operation of the county's radio systems and communications equipment, and maintain the immediate readiness of the associated backup/redundant systems. Identify situations requiring transfers to backup systems and perform transfers as necessary;
- ◆ Coordinate the installation, replacement, modification, upgrade, and maintenance of the county's radio systems and communications equipment;
- ◆ Update, monitor and maintain all databases, spreadsheets and documents necessary to ensure system configuration, and user information is accurate and current. Maintain tracking records for all county and external agency talk groups and code plugs;
- ◆ Assist with the development of procedures for radio communications system operation; emergency operations plans; and severe weather and earthquake contingency programs;
- ◆ Provide technical consulting support on radio communications device functionality, improvements and modifications for various customer agencies;
- ◆ Oversee maintenance support for customer agencies, and review and implement agency requests for changes to system features, dispatch consoles, portable and mobile radios;
- ◆ Develop schedules, coordinate, and implement fleet-wide software upgrades and refreshes for all customer voice radio devices;
- ◆ Maintain awareness of various radio systems life cycles and make recommendations regarding upgrade / replacement of components to assure operational reliability / sustainability;
- ◆ Develop and maintain a cooperative working relationship with local, regional, state and federal emergency response partners to create, maintain and expand interoperability;
- ◆ Utilize call loading, radio system manager, and the call reporting software and hardware systems to evaluate radio system performance and develop and implement improvements where appropriate;
- ◆ Work within a budget to complete projects, assist with budget development, and meet funding targets;
- ◆ Provide recommendations for the purchase of equipment and supplies as provided for in the budget and directed by the director;
- ◆ Performs other duties as assigned.

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

### **Knowledge of -**

- ◆ The design, operation, and maintenance of digital and analog conventional and trunked radio systems;
- ◆ The design, operation, template design, programming, and maintenance of digital and analog subscriber radios;
- ◆ Monitoring and troubleshooting RF communications systems;
- ◆ Key managerial competencies – including critical thinking, systems thinking, team building, and decision making;

- ◆ The policies, practices and procedures involved in radio communications systems management;
- ◆ Developing and maintaining public safety radio interoperability templates and fleet mapping;
- ◆ Customer service activities in a radio communications services environment;
- ◆ Considerable skill in assessing radio communications systems needs and in recommending effective action.

**Ability to -**

- ◆ Prepare system and equipment specifications and analyzing bid proposals;
- ◆ Developing and implementing operation of temporary emergency communications systems;
- ◆ Ability to establish and maintain effective working relationships with customer agencies and equipment/service vendors;
- ◆ Prepare and conduct training classes and public presentations;
- ◆ Use and operate RF testing and measurement equipment;
- ◆ Effectively communicate orally and in writing;
- ◆ Effectively supervise work being performed by St. Mary's County staff and vendor technical staff;
- ◆ Use independent judgment in communications system modification and correction of service degradation or disruption;

**PHYSICAL AND ENVIRONMENTAL CONDITIONS:**

Work requires ability to lift 30 to 50 pounds on a regular basis. Work may require moderate physical exertion and/or physical strain.

Work environment involves infrequent exposure to disagreeable elements and travel and work under all types of weather conditions, and various types of terrain.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting room, i.e. use of safe work place practices with office equipment, and/or avoidance of trips and falls.

**COMPENSATION/BENEFITS:**

Hiring Salary: \$56,160 - \$61,984 (B.O.E.) annually

FLSA: Exempt

St. Mary's County Government offers a complete benefits package including medical, dental, vision, life insurance and long-term disability. We offer a 457 deferred compensation plan, employee assistance program, and education reimbursement. All employees are required to participate in the Maryland State Retirement and Pension System (SRPS).

**SELECTION PROCEDURE:** Applications will be screened for those who meet job requirements and have related experience. Selected applicants will be invited for an interview.

**TO APPLY: A 2008 ST. MARY'S COUNTY GOVERNMENT APPLICATION IS REQUIRED. ALL PRIOR VERSIONS OF THE APPLICATION ARE OBSOLETE.**

Applications are available at:      Governmental Center, Potomac Building  
Third Floor, Dept. of Human Resources  
23115 Leonard Hall Drive, Leonardtown, MD  
Phone: 301-475-4200 extension: \*1100 Fax: 301-475-4082  
Email: [smchr@stmarysmd.com](mailto:smchr@stmarysmd.com) Website: [www.stmarysmd.com](http://www.stmarysmd.com)  
**Must press the \* key before the extension**

**ACCESSIBILITY NOTICE:** If you need a reasonable accommodation for any part of the employment process due to a physical or mental disability, please contact the ADA Coordinator:  
[amber.hebert@stmarysmd.com](mailto:amber.hebert@stmarysmd.com) or (301) 475-4200, Extension: \*1110

**APPLY NOW - <http://www.stmarysmd.com/hro/application/HRAapplication.asp>**

**Applications must be received in the Human Resources Department on or before the closing date regardless of the postmark date.**