



Job Description for:

Technical & Support Division Manager

Salary Range: 831, M2
FLSA Status: Exempt, non-rep
Revised: 01/15/2009

Classification:	Program Manager III	Reports to:	CRESA Director
Division:	Operations and Training	Direct Reports:	Administrative Services Manager, EMS Manager, Human Resources Manager, all Technical Services positions

Job Definition

This position manages the division of Technical & Support Services. Division programs including Administrative Services, Emergency Medical Services (EMS), Human Resources, Regional Radio Systems, CAD Administration, Computer Support, E911, Telephones, Facilities / Project Management, and Public Education. This position performs complex program and project management work, with broad responsibility and considerable latitude for independent judgment to resolve a wide range of technical and managerial problems. Responsibilities involve management and motivation of all division staff through intermediate level managers, as well as overall development and oversight of assigned programs. Positions at this level require a thorough knowledge of all division areas and particular expertise in one or more division areas. Work is performed under general direction of CRESA's Director.

Essential Job Functions

Must be able to perform the following essential job functions with or without reasonable accommodation:

- Effectively manage and accomplish the full range of Technical & Support Division operations and personnel
- Establish and implement division and program missions, objectives, strategies and quality assurance
- Develop and implement policies, procedures, job assignments, staff authority and responsibility
- Oversee division personnel management issues including hiring, training, performance management and evaluation and corrective action
- Establish and monitor division and program structure, staff assignments, budgets and resources
- Plan and manage resources including expenditure monitoring, budget preparation, grant preparation and management, and professional services contracts
- Prepare and present information including staff reports, requests for proposal, decision packages to governing boards, management team, user agencies, vendors and other interested stakeholders
- Prepare project scoping reports, including long and short term planning, research and cost estimating
- Recommend, develop and implement program and policy changes relating to program areas
- Oversee division and/or Agency projects from inception to completion
- Oversee investigation and resolution of complaints or inquiries on division systems and services
- Respond to requests for information and advice regarding division systems and services
- Develop and maintain excellent working relationships with all personnel, user agencies, affiliated federal, state and local agencies, community stakeholders and the public
- Serve as CRESA liaison with user agencies, service agencies, vendors, stakeholders and the community regarding technical and support program service, delivery and quality
- Review and provide feedback on Agency wide processes, development and implementation
- Provide information and assistance to other departments, outside agencies, and the public
- Attend conferences, conventions or other various meetings and trainings to stay up-to-date on trends in emergency services and technical services, policy and procedures
- Serve as acting Director in the absence of the Director and Operations Manager
- Participate on CRESA's emergency management team

- Represent the Agency and/or the Director in various forums, including negotiations, service relationships and public presentation
- Perform sensitive and confidential administrative duties for or on behalf of the Agency Director
- Identify and recommend improvements to program systems and procedures
- Participate as needed during emergencies, including emergency operations center activations
- Performs related duties as assigned

Minimum Qualifications

- Four years of progressively responsible program management experience, including program operations, project management and personnel management.
- At least six years of progressively responsible experience in the field of technical services, communications systems, emergency management or emergency medical services.

Expertise with CRESA’s *specific* procedures or services is not a pre-requisite. However, incumbent must demonstrate sufficient knowledge and understanding of CRESA’s operations to come up to speed quickly, understand staff responsibilities, and be an effective resource to staff persons who are technical and subject-matter experts.

- Bachelor’s degree in communications, project management, business management, public administration or a related field. A Master’s degree in a related field may substitute for some of the required experience. Additional responsible program and project management experience may substitute on a year-for-year basis for the educational requirement.
- Successfully pass pre-employment reference and criminal history checks.

Any combination of education and experience that provides an applicant with knowledge, skill and ability to successfully perform the work will be considered.

Knowledge of: public safety emergency communications systems and technology; principles and practices of emergency management and emergency medical services; principles, practices and regulations for public sector organizations, including governmental regulations, budgeting, purchasing, management and public record maintenance; project management principles, practices and techniques, including research, analysis, development and implementation; relevant laws and regulations; relevant policies, procedures, contracts, accreditation and training requirements; effective community and public relations methods and practices; principles and practices of sound business communication and administrative technology

Ability to: Manage and direct complex emergency and technical services operations and personnel; manage and direct agency communication systems, services and operations; define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations; organize, set priorities and exercise sound independent judgment within areas of responsibility; understand, interpret, apply and explain relevant policies, procedures, laws and regulations; prepare clear, concise and comprehensive reports and materials; establish and maintain positive, proactive and professional working relationships at all levels; communicate effectively and present information clearly, logically and persuasively; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues; carry a cell phone and pager, work irregular hours or shifts to connect with all operations personnel, be ready and available to respond by phone or in person at all hours of the day.

Physical / Sensory Requirements. The following characteristics describe the most common ways this position’s essential functions and job tasks are performed. Any incumbent or candidate for this position must be able to perform the essential functions and job tasks with or without reasonable accommodation.

Sight and Vision	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Close / Fine Visual Acuity.</i> Differentiate and comprehend visual effects of subtlety or precision. 	Hourly / Constantly	Very Important
<ul style="list-style-type: none"> • <i>General Visual Acuity.</i> Differentiate and comprehend visual effects of general size, shape and distance. 	Hourly / Constantly	Very Important
Hearing	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>General / Broad Hearing.</i> Differentiate and comprehend: <ul style="list-style-type: none"> ○ Audio effects or noises (ambient or intrusive) of pitch, volume or tone within the ‘normal range’ ○ Voices (ambient or intrusive) in face-to-face settings, in groups with 	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important

multiple speakers, over the phone, by radio, etc. of pitch, volume or tone within the 'normal range'		
<ul style="list-style-type: none"> ○ Verbal speech, language, accents and vocal sounds including the subtleties of speech communication such as intonation, inflection, emphasis and nuance. 	Hourly / Constantly	Very Important
Speech	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>General Speech.</i> Communicate orally; express thoughts and emotions by word, sound and gesture. 	Hourly / Constantly	Very Important
Touch	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Basic Repetitive Hand / Arm Motion.</i> Make regular movement (motion) of wrist, hand, fingers, elbow, shoulder, etc. to type, use computer mouse, etc. • <i>Reach.</i> Stretch or extend hand, arm, foot, etc. away from body to touch or meet another object. • <i>Grasp.</i> Seize and hold object with fingers, palm, arms. • <i>Lift.</i> Move object upward to a higher position; hoist. Typical weight lifted does not exceed 10 lbs. • <i>Push / Pull.</i> Exert force to move objects towards or away self. Typical pressure doesn't exceed 20 lbs. 	Daily	Important
	Daily	Important
	Daily	Important
	Weekly / Monthly	Slightly Important
	Weekly / Monthly	Slightly Important
Physical Coordination	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Sit.</i> Remain in seated position to accomplish work. • <i>Stand.</i> Remain in upright position, motionless or steady on the feet to accomplish work. • <i>Walk.</i> Move about or travel on foot to accomplish work. • <i>Drive.</i> Operate a motor vehicle to get oneself or others to and from various work locations. 	Hourly / Constantly	Important
	Weekly / Monthly	Slightly Important
	Daily	Important
	Weekly / Monthly	Important
Working Memory	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Audio Memory.</i> Retain and retrieve information gained via audio sources. • <i>Visual Memory.</i> Retain and retrieve information gained via visual sources. 	Hourly / Constantly	Very Important
	Hourly / Constantly	Very Important
Comprehension	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Rapid Comprehension & Application.</i> Grasp meaning, nature, or importance of information, then quickly and correctly apply knowledge to work or situation. • <i>Complex Comprehension & Application.</i> Grasp the meaning, nature, and importance of complex, ambiguous or difficult information, and correctly apply knowledge to work or situation. 	Weekly / Monthly	Very Important
	Weekly / Monthly	Very Important
Environmental Working Conditions	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>No Substantial Hazards.</i> Position is not substantially exposed to adverse environmental conditions. 	--	--
Level of Physical Activity	Frequency	Criticality of Requirement
<ul style="list-style-type: none"> • <i>Sedentary Work.</i> Work primarily requires exerting up to 10 lbs of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking or standing are required only occasionally and all other sedentary criteria are met. 	Hourly / Constantly	--