PUBLIC SAFETY SYSTEMS MANAGER

FUNCTION OF THE JOB

Under direction of the Chief Information Officer, the Public Safety Systems Manager leads and manages the administration and support of all functions related to the County's Public Safety technology, applications and computing systems, to include advanced professional work in the planning, deployment and integration of public safety automated business solutions or the application of technology; and to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Manages the County's Public Safety Systems computing environment.
2. Provides high-level knowledge and applied expertise of the Public Safety Systems utilized at the County.
3. Oversees the detailed analysis of all computing needs, requirements, and business practices for the County's public safety system functions, and makes appropriate recommendations regarding computerization and design of workflow processes for the County and its municipal partners.
4. Provides expert input, guidance and assistance to all Public Safety Systems customers and related committees and agencies in the use, operation, processes and procedures of those systems. Represents the County before legislative and advisory bodies of the end user customers which includes presentations on technology as well as the financial and programmatic impacts related to technology.
5. Develops the Information Technology budget alongside the Chief Information Officer for the coming year and during that year, administers costs and expenses against that budget.
6. Provides functional oversight of all project work, when and where appropriate, directing the efforts of both end users and the supervision of technical staff, including contracted support, to bring assigned project initiatives to a successful and timely conclusion.
7. Researches, analyzes, and evaluates the feasibility of purchase in accordance with end user requirements and other criteria; and makes appropriate recommendations regarding purchase of software applications.
8. Designs and develops database structures and procedures for security, recovery, backup, and retention.
9. Manages the overall Public Safety System security for all end users and agencies, including security privileges; code tables, database records, Geobase, maintenance of accounts, server access.
10. Selects, assigns, evaluates, supervises, trains, and handles personnel problems of subordinate staff.
11. Participates in the development and evaluation of requests for proposals and bid responses.
12. Acts as a Local Area Security Officer (LASO) for the Waukesha County Sheriff Department, which is responsible for agency compliance with the policies approved by the Criminal Justice Information Services (CJIS) Advisory Policy Board and adopted by the FBI.
13. Assists all internal departments and external participating Fire/EMS and Police Departments, when applicable, in researching products and/or services, providing recommendations and promoting how technology solutions can be applied to enhancing business and operational effectiveness, long-range goals and objectives.
14. Establishes and maintains effective interpersonal relationships with staff and other employees at all levels of the County, all Waukesha County Government stakeholders, project teams, Fire/EMS and Police Departments, consultants, statewide affiliates and vendors on a regular basis to ensure the Public Safety Systems Administrators (PSSAs) provide the level of service and support expected by those customers.
15. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Thorough knowledge of project management and Public Safety Systems guiding principles, policies, procedures, and processes.
2. Thorough knowledge of modern principles and practices of information technologies.
3. Considerable knowledge of modern administrative, budgetary, managerial, and supervisory principles and practices.
4. Ability to be a liaison to all Public Safety Systems municipal departments, end users, statewide affiliates, County Sheriff's Department, and contracted vendors.
5. Ability to promote, lead, manage, assign, evaluate, and train Public Safety Systems staff.
6. Ability to promote, lead, manage and support the Public Safety environments.
7. Ability to promote, lead, manage and provide consistent ongoing quality support for all Waukesha County internal support services and all participating Fire/EMS and Police Departments.
8. Ability to initiate, develop, implement, and administer policies, procedures, budgets, and strategic plans, and to evaluate their effectiveness.
9. Ability to direct the efforts of security and quality assurance functions for the Public Safety System environments.
10. Ability to self-manage all aspects for successful completion of all approved/assigned business and technology projects/tasks.
11. Ability to establish and maintain effective relationships with staff and other employees at all levels of County government, vendors, consultants, Waukesha County Government stakeholders, project teams, Fire/EMS and Police Departments, statewide affiliates, and the public, on a regular basis to ensure the Public Safety Systems Administrators (PSSAs) provide the level of service and support expected by those customers.
12. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in business or public administration, computer science, or a closely related field.
2. Four (4) years of progressively responsible professional work experience in the Information Technology field, two (2) years of which must be as a project manager or leader.
3. A master's degree in an area listed above may substitute for one (1) year of the work experience requirement.