

TITLE: DMA SYSTEM ADMINISTRATOR

DEPARTMENT: DOWNRIVER MUTUAL AID (DMA)

RESPONSIBLE TO: DMA POLICE/FIRE CHAIR AND CHIEF FINANCIAL DIRECTOR

GENERAL SUMMARY:

The DMA System Administrator is responsible for the oversight and maintenance of the DMA 911 system (both radio and data). Overseeing the maintenance and contractual agreements at each of the tower sites is a responsibility of this position. This position will also assist with the coordination of DMA grants as it relates to the 911 system and the Data Network and/or police/fire departments.

PRINCIPAL DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- Oversees and maintains the DMA radio system
 - Maintains and updates FCC licensing
 - Maintains and tracks radio changes
 - Completes Adding/deleting/changing radio information requests
 - Communicates and corrects error messages on radios
 - Implement plan when Fail Soft occurs
 - Documents all work completed on radio system by vendors and contractual agreements
 - Develops policies and procedures on radio system for changes and talk groups
 - Develops and maintains database backup system
 - Coordinates rebanding changes with communities and vendors
- Oversees and maintains the DMA data system for 911 and public safety
 - Maintains and tracks fiber/microwave connection network
 - Oversees configuration changes for the system
 - Oversees technical configuration of the 911 system
- Oversees and maintains the DMA data network
 - Maintains and tracks all data connections
 - Oversees configuration changes for the system
 - Oversees firewall administration and makes changes when necessary
 - Oversees technical configuration of the data system
- Oversees maintenance and contractual agreements for the 911 tower sites
 - Responsible for contracts pertaining to equipment at each site (ie, UPS, generators, HVAC)
 - Conducts monthly visits to each site for physical check of grass/snow removal, security, theft, etc.
 - Obtains quotes for contractual services according to DCC policy
- Serves as Point of Contact for Motorola Service Agreement
 - Tracks and monitors open cases
 - Develop policies and procedures for community call process

- **Creates/updates/maintains “chain of command” emergency contact list for vendors and PSAP’s**
- **Completes state and federal reports as required**
- **Develops and updates operating manual for the 911 system for users and departments**
- **Trains and communicates policies and procedures for the 911 system to police and fire designated personnel**
- **Attends various DMA meetings, including but not limited to: DMA Police Chief, DMA Fire Chiefs, SMIA and SINC. Provides updates and obtains feedback regarding 911 system and DMA issues.**
- **Assists the Downriver Community Conference with DMA grants**
- **Assists the Chief Financial Director in monitoring compliance with federal grants for the Downriver Mutual Aid. Documents monitoring in accordance with established guidelines.**
- **Responsible for staying up to date with grant contractual requirements for the DMA that this position is involved with, including but not limited to the COPS Grants.**
- **Obtains and documents grant goals, objectives, improvements, weaknesses, etc. Prepares reports using feedback from various policing agencies, fire departments, and city officials for the close out and application of grants.**
- **Other duties as assigned.**

EDUCATION:

The DMA 911 Coordinator should have a minimum of ten (10) years experience working with or for police or fire departments. A minimum of a high school diploma is required, but bachelor’s degree preferred. This position requires experience/knowledge in the Information Technology field. Direct experience and knowledge of the 911 system is a requirement.

USE OF THIS POSITION DESCRIPTION:

This job description is not intended, nor should it be construed to be all inclusive list of duties performed but is to serve rather, as a set of guidelines to act as a measure to assure fair and equitable pay decision regarding DCC jobs. Individuals in this position are expected to perform other duties as required.

Level: Exempt/Special contractual

Approvals: _____ **Date:** _____

Department Head: _____

Human Resources Director: _____

Executive Director: _____