CLASS TITLE: OEMC TECHNOLOGY LIAISON

CHARACTERISTICS OF THE CLASS

Under general supervision, functions as the Police Department's primary liaison with the Office of Emergency Management and Communications for matters involving voice, data, and video communications operations, and performs related duties as required.

ESSENTIAL DUTIES

- Coordinates the Police Department's operation of voice, data, and video communications systems with the Office of Emergency Management and Communications (OEMC).
- Confers with staff from OEMC and regional law enforcement agencies to ensure appropriate usage of current and proposed shared interoperability channels for reliable responses to emergency situations.
- Serves as project manager in coordinating the redesign and migration of the department's data communications structure.
- Provides functional oversight to department staff and contractual employees engaged in the integration of satellite, microwave, and broadband voice and data communications systems.
- Functions as communications leader as defined in the Chicago Cook County Regional Cooperative Interoperability Channel Plan to respond to and coordinate radio frequencies between multi-jurisdictional agencies during emergency operations.
- Participates in developing policies and procedures in order to implement new or modified emergency communications that support voice, data, and video systems.
- Advises command staff on the impact of proposed changes on the interoperability of systems between local, state, and federal partner agencies.
- Oversees the update and administration of the department's master list of radio frequencies.
- Participates on special information services projects and initiatives, as required.
- Plans and coordinates preventive maintenance schedules for the department's data communications systems, as required.

NOTE: The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Computer Sciences, Information Technology/Systems, or a directly related field, plus two years of experience in the design and evaluation of voice, data, and video communications systems, or an equivalent combination of education, training and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment
• Stressful situations with imposed deadlines
• Availability to work on a 24-hour call basis

EQUIPMENT
• Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
• Personal computers and peripheral equipment (e.g., desktop computer, laptop computer, hand-held computer, computer terminals, modems, scanner)
• Micro and mini computers
• Local area/wide area communications network

PHYSICAL REQUIREMENTS
• No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge
Considerable knowledge of:
• *principles and methods of data communications systems administration
• *design, modification, and integration of voice, data, and video communications operations
Some knowledge of:
• applicable federal, state, and local laws, regulations, and guidelines
• operation and installation of hardware and peripheral equipment
• applicable computer software packages
• methods, practices, and procedures for analyzing and resolving computer-related problems
• commercial computer systems applications and their capabilities
• computer systems management
• IT systems development practices, standards, and procedures
• computer and network operating systems
• systems communications protocols
• operation and administration of servers and local and wide area network infrastructures and teleprocessing equipment

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills
• *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
• *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
• *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
• *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one
• *SYSTEMS EVALUATION - Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
• OPERATIONS ANALYSIS - Analyze needs and product requirements to create a design

Abilities

• COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
• SPEAK - Communicate information and ideas in speaking so others will understand
• COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
• WRITE - Communicate information and ideas in writing so others will understand
• RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
• REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
• MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
• REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

• INITIATIVE - Demonstrate willingness to take on job challenges
• ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
• DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
• ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
• ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.