

## JOB INFORMATION

Agency Name: Executive Office Of Public Safety  
Official Title: Administrator VII  
Functional Title: Deputy Executive Director, Statewide Emergency Telecommunications Board  
Occupational Group: Office & Program Admin  
Position Type: Management, Non-Civil Service  
Full-time/Part-time: Full-Time  
Salary Range: \$54,532.76 to \$80,000.00  
Bargaining Unit: None  
Shift: Day  
Number of Vacancies: 1  
Confidential: No  
City/Town Location: Taunton  
Facility Location: 1380 Bay Street, Taunton, MA 02780  
Region: South East  
Application Deadline: 03/17/2006  
Posting ID: 9102

### **Duties:**

The role of the Statewide Emergency Telecommunications Board (SETB) is to coordinate and effect the implementation of enhanced 9-1-1 service and wireless enhanced 9-1-1 service and administer such service in the Commonwealth of Massachusetts. The Deputy Executive Director for SETB will assist the Executive Director in administering, directing, and managing the affairs and business of the Board by:

1. Supervising all personnel associated with the enhanced 9-1-1 system;
2. Working with the Executive Director in setting administrative and policy direction and priorities with regards to the administration of the Commonwealth's Enhanced 9-1-1 service.
3. Working with the Executive Director in establishing technical and operational standards for use by each designated public safety points (PSAPs) as designated by the Board.
4. Overseeing the management of the Commonwealth's Enhanced 9-1-1 system by working with wireless, wire-line and VolP service providers in completing projects, addressing service issues, and resolving problems in a timely manner;
5. Ensuring that the Commonwealth's Enhanced 9-1-1 system is accessible to persons with disabilities to the maximum extent feasible;
6. Participating in the financial management of the Wire-Line and Wireless Enhanced 9-1-1 Trust Accounts by ensuring that all revenue is being collected and that carriers are meeting all statutory reporting requirements;
7. Overseeing the training, public education and disability access programs of the SETB;
8. Interacting with Competitive Local Exchange Carriers (CLECs), PSAPs, public safety departments, and relevant state agencies (i.e., Massachusetts State Police, MassGIS) to ensure adherence to SETB operational and technical standards;
9. Analyzing proposals for wireless carrier accuracy testing to ensure compliance with Federal Communications Communication (FCC) requirements;
10. Reviewing, developing and recommending changes to the existing configuration of primary, secondary and ringing PSAPs;
11. Representing the SETB, as assigned by the Executive Director, in dealing with local, state and federal agencies, as well as regional and national public safety, emergency communications, and Enhanced 9-1-1 organizations.

12. Perform related work as required in order to ensure an efficient delivery of enhanced 9-1-1 service and compliance with pertinent laws and regulations.

**Qualifications:**

**MINIMUM ENTRANCE REQUIREMENTS:** Applicants must have at least (A) five years of full-time, or equivalent part-time, supervisory or managerial experience in business administration, business management, or public administration and (B) of which at least one year must have been in a managerial capacity.

**SPECIAL REQUIREMENTS:** None.

**Preferred Qualifications:**

The Minimum Entrance Requirement for this position will have a minimum of 5 years managerial experience. Candidates must have:

- a. Extensive knowledge of, and ability to apply, the principles and practices of organization management, personnel, and financial administration in the design and implementation of emergency communications system.
- b. Ability to develop long-term plans and programs and to make sound decisions on matters of operational policy and administrative problems.
- c. Ability to meet and deal tactfully with the general public and to communicate effectively and clearly, both orally and in writing.
- d. Ability to establish and maintain effective working relationships with other employees, government officials, vendors, and the general public.
- e. Ability to design and/or supervise the design of emergency communications projects.
- f. Ability to prepare technical reports, estimates, and costs records.

**PREFERRED QUALIFICATIONS:**

- a. Extensive knowledge of 9-1-1 systems, preferably in Massachusetts or another state or regional jurisdiction.
- b. Extensive knowledge of an emergency communication system and the ability to plan, design, coordinate and implement a statewide emergency communications system.

**Comments:**

This is a management position. Salaries for managers are determined according to the provisions of MGL Chapter 30, Sections 45 and 46C, and by policies and procedures outlined in the Commonwealth of Massachusetts Salary Administration for Managers, Confidentials, and Unclassified Employees.

**How to apply:**

Please send 2 copies resume and 2 copies of cover letter to:

(NOTE: Please include your email address and the posting id no. in your correspondence. To ensure consideration, applications must be received by 5:00pm of the deadline date. NO FAXED, EMAILED OR LATE APPLICATIONS WILL BE ACCEPTED.)

Irma Gutierrez, Director of Human Resources, Executive Office of Public Safety, One Ashburton Place, Room 2133, Boston, MA 02108