

## The Commonwealth of Massachusetts Employment Opportunity

An Equal Opportunity/Affirmative Action Employer. Women, minorities, veterans, and people with disabilities are strongly encouraged to apply.

### JOB INFORMATION

**Agency Name:** Executive Office Of Public Safety  
**Official Title:** Administrator VIII  
**Functional Title:** Executive Director of the Statewide Emergency Telecommunications Board  
**Occupational Group:** -- Select One --  
**Position Type:** Management  
 Non-Civil Service  
**Full-time/Part-time:** Full-Time  
**Salary Range:** \$1,864.54 to \$3,817.33  
**Bargaining Unit:** None  
**Shift:** Day  
**Number of Vacancies:** 1  
**Confidential:** No  
**City/Town Location:** Taunton  
**Facility Location:** 1380 Bay Street  
**Region:** South East  
**Application Deadline:** 04/21/2007  
**Posting ID:** 13901

### Duties:

#### GENERAL STATEMENT:

Salary listed is bi-weekly rate.

In accordance with M.G.L. Chapter 6A the Statewide Emergency Telecommunication Board (hereinafter the "Board") coordinates and effects the implementation and maintenance of enhanced 911 services in the Commonwealth. The Board is comprised of twenty-one ex-officio and gubernatorial appointees. The Executive Director shall report to the Board for purposes of program policy and to the Undersecretary of Public Safety for Forensic Sciences for purposes of program administration.

#### DUTIES:

The incumbent shall oversee and direct the day to day operations of all personnel associated with the enhanced 9-1-1 system, including but not limited to the Deputy Executive Director and the Fiscal Director. The Executive Director administers an operational budget of approximately \$7M and a staff of 15 employees.

The incumbent shall be responsible for overseeing the implementation of a system conversion upgrade with contracts in excess of \$100M. This conversion project is a statewide initiative in which the legacy 9-1-1 answering equipment is being replaced by the more contemporary Vesta equipment.

Create and maintain a continuous improvement program for customer support, system availability, user training, and deployment by improving current business support infrastructure, enhancing policies and procedures for customer support, developing metrics and benchmarks for monthly performance reporting and overseeing production of performance reports.

Coordinate and manage timely resolution of system production or deployment issues and emergency system outages.

Ensure that all policies and procedures for business operations, application and support are complete and enforced.

Participate as a member or lead of workgroups and/or committees as needed.

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 two years must have been in a management capacity.

SPECIAL REQUIREMENTS: None.

**Preferred Qualifications:**

Qualifications:

**MINIMUM ENTRANCE REQUIREMENTS:**

1. Applicants must have at least (A) six 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 three years must have been in a managerial capacity.
2. Outstanding organizational communication, collaboration and team building skills and ability to function in a collaborative decision making environment.
3. Strong written and oral presentation skills.
4. Knowledge of the principles and practices of management including planning, organizing, directing, motivating, and decision-making; knowledge of the principles and practices of budgeting including program and financial management; the ability to understand, apply, and interpret the provisions of the laws, rules, regulations, policies, procedures, specifications, standards and guidelines governing agency operation.
5. Ability to build effective working relationships with program and policy executives throughout the Executive Branch of State government and the State's Legislature to establish long term strategic priorities.

**Preferred Qualifications:**

1. An understanding of the principles and operation of 9-1-1 emergency telephone systems, enhanced 9-1-1 systems, computer aided and dispatch systems; knowledge of large telecommunication system designs, implementation and maintenance; knowledge of the disabled community's E-9-1-1 and telecommunication needs; knowledge of law enforcement, fire service, emergency medical service, and other public safety agencies' E-9-1-1 and telecommunication needs; an understanding of basic telephone equipment and operations.
2. Master's degree in business or public administration or equivalent. Ten years of experience in the telecommunication industry, with at least 5 years of managerial experience in information systems. Demonstrated experience managing diverse staff and functional areas. Available nights and weekends as necessary, willing to be on-call for emergencies.

**Comments:**

**How to apply:**

Please send two copies of your cover letter and resume letter to:

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

Faxed, emailed or late resumes will not be accepted. Please reference Posting ID #13901 and include your email address on all correspondence.

**Agency Web Address:** <http://www.mass.gov/eops/>

**Affirmative Action Officer:** Mr. Michael Coehlo, (617) 727-7775