



Association of Central Oklahoma Governments

JOB OPPORTUNITY

DESCRIPTION:

JOB TITLE: 911 Systems Specialist I

DEPARTMENT: 911 & Public Safety

SUPERVISOR: 911 Systems Support Manager

DATE: August 2024

FLSA STATUS: Non-exempt

EMPLOYER INFORMATION:

The Association of Central Oklahoma Governments (ACOG) is the regional planning agency and the designated metropolitan planning organization (MPO) serving the four-county Central Oklahoma region (Oklahoma, Cleveland, Canadian and Logan Counties). ACOG, located in Oklahoma City, performs work related to enhanced 911 services, community & economic development, water resources, air quality, transportation planning and other issues of regional significance. For more information about ACOG and the variety of services and programs provided, please access our website at www.acogok.org.

JOB SUMMARY:

In 1988, the Association of Central Governments (ACOG), in partnership with local and state officials, created 911 ACOG to efficiently provide emergency communication procedures and facilities for Central Oklahoma. Today, 911 ACOG provides administrative, technical and educational services to nearly 50 communities in Central Oklahoma. In 2025, 911 ACOG will complete the implementation of Next Generation 911 (NG911) and will be the first agency in Oklahoma to deliver this cutting-edge and lifesaving technology to its members. The 911 Systems Specialist I ensures the continuous operations and functionality of all 911 technical systems by monitoring, troubleshooting and problem resolution with vendor partners. The 911 Systems Specialist I accepts requests for service from partner agencies and provides immediate assistance via telephone or remote access. The 911 Systems Specialist I will be under the supervision of the 911 Systems Specialist Manager.

ESSENTIAL JOB FUNCTIONS:

- Provide dedicated 24/7/365 support to 21 regional Emergency Communication Centers (ECC)
- Manage 911 admin database and 911 user credentials
- Support 911 analog and VoIP recorders, and associated software and wiring
- Provide support of mapping hardware and software to ensure accurate delivery of 911 caller information
- Maintain communication, database, and VoIP servers, Cisco routers, and switches
- Install and maintain WAN and LANs
- Isolate analog and digital network problems and report to associated network providers

ADDITIONAL RESPONSIBILITIES:

Perform other duties and projects as required by the supervisor and Division Director.

MINIMUM QUALIFICATIONS FOR CONSIDERATION:

- One year of specialized training in information technology or technical services through an accredited technological institute; or one year of technical experience in operation, installation, maintenance and repair of information technology systems or technical services
- Certification of A+ Core Hardware and Software, Security + Fundamentals and/or Network + Fundamentals, preferred
- Proficient in Windows and/or basic Linux operating system(s)
- The employee holding this position must possess the ability to perform assigned responsibilities as well as new and changing duties, with an attitude of complete cooperation and an inclination to personally identify with the Association's goals, objectives and responsibilities.

KNOWLEDGE, SKILLS AND ABILITIES:

- Strong critical thinking and problem-solving skills
- Excellent verbal and written communication skills
- Good interpersonal and customer service skills, with ability to establish collaboration with a wide range of people
- Ability to prioritize, manage and complete multiple work assignments in a dynamic environment
- Demonstrate dependability through good attendance and adherence to timelines and schedules.
- Ability to take initiative, accept new techniques and procedures quickly and integrate with daily job

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This work is sedentary with sitting for long periods of time; it also uses hands to finger, handle or feel objects, tools or controls; reaches with hands and arms; climbs or balances; and stoops, crouches and kneels; good finger dexterity and feeling; frequent repetitive motions; talking, hearing, and visual acuity
- Occasionally lifts and/or moves objects up to 75 pounds
- Specific vision abilities include close, color, peripheral and the ability to adjust focus

WORKING ENVIRONMENT:

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



- Primarily indoors with occasional travel to Emergency Communication Centers (ECCs) and other sites as needed
- Normal Office environment
- Maintain a clean driving record with no serious violations in accordance with the ACOG Vehicle Use Policy to drive 911 ACOG Service Vehicles
- Occasional travel to 911 related destinations using personal vehicle (eligible for mileage reimbursement)

COMPENSATION:

The hiring range for this position will be **\$47,000 - \$53,000** annually. ACOG offers a competitive benefits package, which includes paid vacation and sick leave, health, dental, vision, life insurance, retirement, health reimbursement arrangement, flexible spending account for medical and child/dependent care expenses, and flexible work schedules.

HOW TO APPLY:

1. Download the ACOG employment application at: https://acogok.org/wp-content/uploads/2024/04/ACOG-Employment-Application-2023_fillable.pdf
2. Send **completed application package** (cover letter, completed application form & resume) to:
Brent Hawkinson, 911 & Public Safety Director
Association of Central Oklahoma Governments
4205 N. Lincoln Blvd.
Oklahoma City, OK 73105
Or by email to acogjobs@acogok.org with the subject **911 Systems Specialist I**.

Incomplete application packages will not be considered. Position is open until filled; initial review of applications begins September 24, 2024.

All employment offers will be within the stated hiring range.

ACOG reserves the right to hire at an appropriate level. ACOG is an Equal Opportunity Employer (EOE).