



*The City Beautiful*

## **City of Coral Gables Job Description**

**Job Title:** Technical Services Coordinator      **Prepared Date:** 11/06  
**Department:** Police      **Approved By:**  
**Classification:** 5013      **Approved By:**  
**Pay grade:** 20C  
**FLSA:** Non-Exempt

### **Summary**

Performs specialized technical, and clerical support work within the Technical Services Division of the City of Coral Gables Police Department. Work involves responsibility for carrying out duties related to the management and coordination of Police and Fire communications systems including: E-911, cellular telephones, building security systems, employee badging system, recording systems, and business alarm systems. Will interface with vendors, business owners, and residents on a regular basis. Exercises some initiative and independent judgment under the general supervision of a Police Lieutenant.

### **Essential Duties and Responsibilities**

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

Monitors and maintains police and fire telephone systems to include building telephone system, communications and E-911 equipment.

Coordinates cellular telephone services for police personnel.

Monitors and maintains city-wide building security system. Administers the City's employee security badging program, to include modification of security clearance levels and group access.

Monitors and maintains Dictaphone prolog recording system. Trains users. Maintains required Dictaphone prolog certification.

Coordinates the City's direct connect business alarm system. Serves as liaison between alarm companies and merchants. Enters new accounts into computer. Assists in alarm tests.

Detects software problems and makes corrections and adjustments; coordinates service and repair work.

Performs clerical duties for the technical services division as needed.

Processes and coordinates billings and payments for division services, repairs, and purchases. Orders materials and supplies. Maintains records and files.

Performs communication operator duties when back up assistance is required.

Conforms with and abides by all regulations, policies, work procedures and instructions.

Conforms with and abides by all applicable safety rules to include wearing and using all appropriate safety equipment.

Performs other related tasks as required.

### **Knowledge, Skills, and Abilities**

Knowledge of the technical services division operations, policies, procedures, rules and regulations. Knowledge of the operation and maintenance of telephone systems, communications and E-911 equipment, security systems, recording system, business alarm operations, and CAD system. Knowledge of Federal Communication Commission regulations and City rules and regulations pertaining to the dispatch of emergency equipment and personnel. Knowledge of purchasing policies and procedures. Ability to operate and maintain technical software programs and equipment, detect problems and make required adjustments. Ability to prepare and maintain schedules, records and files. Ability to perform the duties required of a communications operator. Ability to work independently, solve problems, and make decisions. Ability to communicate effectively with employees of all levels, vendors, contractors, consultants and service providers. Skills in computer operations.

### **Physical Requirements**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, hands to fingers dexterity, handle, feel or operate objects, read and write English. Physical capability to effectively use and operate various items of office equipment; such as but not limited to a personal computer, calculator, copies and fax machines.

Work is predominately indoors within a usually quiet to moderately noisy environment. Must be able to lift, carry and or push articles weighing up to 20 lbs. A considerable amount of time may be spent working at a computer of work station.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function of the job.

### **Minimum Education and Experience**

High school diploma or equivalent.

Two (2) years experience working in communications for the City of Coral Gables.

Two (2) years experience with Computer Aided Dispatch (CAD) programs,