

PROGRAM SUPPORT MANAGER
SHERIFF COMMUNICATIONS DIVISION
(ADMINISTRATION MANAGER II)

A great opportunity to join the Sheriff's Department and support public safety on the front lines.

The Orange County Sheriff-Coroner Department is seeking a highly motivated, capable, and creative individual to serve as the Program Support Manager for the Communications Division. Individuals with experience in contract development, strategic and financial planning, and project development are highly desirable. Join a talented team of engineering and technical professionals who are dedicated to supporting public safety, providing interoperable communications, and implementing cutting edge technology.

THE OPPORTUNITY

The Sheriff's Department/Communications Division serves the radio communications needs of all 128 law enforcement, fire services, paramedic, lifeguard, public works and mutual aid operations in Orange County, through its \$100-million 800 MHz Countywide Coordinated Communications System (CCCS). The Communications Division also implements and maintains cutting edge video, surveillance and security systems for County law enforcement.

The Communications Division has a unique opportunity available to someone who is interested in working with Sheriff's Department personnel, City Managers, Police Chiefs, Fire Chiefs, Public Works Directors, and public safety personnel at all levels. This Division operates on behalf of the 800 MHz partnership comprised of 34 cities, County agencies/departments, and the Orange County Fire Authority. The purpose of this newly established Administrative Manager II position, overseeing the Program Support Unit, is to provide administrative leadership to the Division. The personnel in this division are dedicated to supporting the day-to-day radio communications needs of public safety personnel throughout the County, as well as assuring radio interoperability with Federal, State and Regional organizations operating within our borders.

The next five years will see tremendous growth in this division as we upgrade our 800 MHz system and pursue new technologies. Under FCC mandate, we will be "rebanding" our 800 MHz system to reduce cellular interference, which will involve the upgrade of over 17,000 radios up to three times, as well as upgrading equipment and software in 26 radio sites and 37 9-1-1 dispatch centers. We will also be developing a long-term plan to extend the life of the 800 MHz system through 2015 at a minimum, as well as evaluating the complex expansion of our system using frequencies in the 700 MHz band. We are also assuming a coordination role as 4.9 GHz spectrum has become available for public safety, which allows for broadband and video applications. On a Departmental level, we are leading efforts to replace video surveillance equipment in patrol vehicles, creating ad hoc patrol car networks for on-scene management of critical events, and upgrading all video surveillance equipment in the jails.

GENERAL DUTIES

Under direction, to assist the OCSD/Communications Division Director and to plan and organize the work of the Program Support Unit of the OCSD/Communications Division.

The key responsibilities of the Administrative Manager II are to:

- Manage three administrative support positions and network staff in support of Division operations.
- Coordinate the development of the Division's Strategic Financial Priorities, Business Plan, Workforce Plan, Capital Project Requests, Information System Requests, and Budget documents. Coordinate with Sheriff/Financial Services to develop a long-term financial plan in support of 800 MHz system expansion, for presentation to the 7-member Governance Committee, comprised of four City Managers and three County executives.
- Oversee the administrative and contractual responsibilities for FCC Rebanding, including the negotiation of full reimbursement in the millions of dollars from Sprint-Nextel on behalf of 128 organizations; development of major contracts for system backbone, dispatch center and radio upgrades on behalf of the 34 cities, County agencies/departments, and OCFA; and, provide logistical support to Division staff and partner agencies in implementing FCC Rebanding.
- Provide on-site management of newly implemented MCM accounting system, which is a customized asset management, work order, project management, and billing system for public safety communications systems, in support of day-to-day operations and FCC Rebanding.
- Assist with all long-range planning activities of the Division, including the identification and development of funding sources.
- Coordinate with Sheriff/Real Estate in the development and management of site leases, RDMD/A&E in the construction of radio sites in support of the 800 MHz system, Operations Support in the management of Urban Area Security Initiative (UASI)/Homeland Security-funded contracts on behalf of the partnership; and, County Counsel on all legal matters and contractual issues.

THE IDEAL CANDIDATE will have:

- Demonstrated experience in managing staff and working collaboratively with executive, management and other staff, in planning and implementing new programs and systems support.
- Demonstrated experience in negotiating and managing major contracts; effectively coordinating with real estate, purchasing, systems, legal and architectural staff in the implementation and ongoing management of new contracts, leases, and agreements; and, identifying and evaluating financial requirements for new and expanded programs and assessing funding sources.
- Demonstrated ability to prepare written documents, including scopes of work, contract documents, strategic and budgetary submissions, and presentations.
- Demonstrated ability to present issues and recommendations to executive-level management, representing both City and County leadership.

- Ability to work in a division that supports engineering and technical applications in a public safety environment.

EXPERIENCE/EDUCATION

Two years of experience as an Administrative Manager I with the County of Orange, or equivalent experience with a municipality, district, or governmental entity, private enterprise, OR

Four years of experience directly related to the competencies and attributes noted above. A bachelor's degree in a related area of study may substitute for two years of the required experience.

In Addition to the above, the ideal candidate should demonstrate the following KEY COMPETENCIES:

Planning and Organization/Results Oriented:

- Works in an organized manner.
- Plans, organizes and implements projects to meet established timeframes.
- Integrates changes smoothly.
- Uses forward-looking approach by planning in advance to acquire resources needed for project completion.

Leadership:

- Leads teams and work groups to accomplish assigned projects.
- Builds effective working relationships inside the Department and with City Managers, Police Chiefs, Fire Chiefs, Public Works Directors, and all levels of public safety personnel in the 34 cities, Orange County Fire Authority, and County agencies/departments.
- Displays public safety perspective in dealing with issues.
- Makes suggestions for improvements and implements action plans.

Effective Communication:

- Able to work in a technical arena where personnel are focused on design, engineering, maintenance and repair of communications, sound, video and security systems.
- Able to present oral and written ideas and complex material clearly, concisely, logically and persuasively.
- Deals effectively with various levels of the organization.

Problem Solving/Analysis

- Effectively researches, organizes, interprets and applies relevant data in establishing contracts, developing planning and budgetary documents, and implementing automated systems.
- Identifies new and changing mandates/program requirements and successfully identifies needed personnel and financial resources.
- Works effectively in group problem solving situations involving technical and operational personnel.

Supervision

- Assists employees in defining and following through with actions that support performance and personal development.
- Motivates performance for the purpose of achieving County and/or departmental goals.
- Clarifies performance expectations (e.g., roles, responsibilities, standards and goals) collaboratively with others.
- Values learning for staff and seeks out opportunities and skill development as resources permit.

LICENSE REQUIRED

Possession of a valid California driver's license, class 3 or higher by date of appointment.

SELECTION PROCEDURES

The Sheriff's Human Resources screen all applications to identify the qualified candidates. After screening, qualified candidates will be referred to the next step and notified **by mail** of all further procedures applicable to their status in the completion.

ELIGIBLE LIST

After all procedures have been completed, the Sheriff's Human Resources will establish an Eligible List of qualified candidates.

HOW TO APPLY

Only on-line application will be accepted. Your application should highlight all of the area(s) of expertise, matching your professional experience with the specific qualifications listed above. Please print a copy of recruitment bulletin for your records. Specific information pertaining to this recruitment can be obtained by calling Norma Cortez at (714) 647-1889.

THE PRIMARY MODE OF COMMUNICATION IS VIA E-MAIL. PLEASE VERIFY YOUR E-MAIL ADDRESS IS CORRECT AND COMPLETE.

YOU CAN ALSO CHECK THE STATUS OF THIS RECRUITMENT BY ACCESSING YOUR APPLICATION ACCOUNT AND CLICKING ON THE "APPLICATION STATUS" TAB.

Supplemental Questions/Program Support Manager/Administrative Manager II Recruitment

1. Please describe your management, supervisory and line experience in the areas of contract development, strategic and financial planning, budget development and project management.
2. The Sheriff's Department/Communications Division provides engineering and technical support to 128 law enforcement, fire, lifeguard, paramedic and public works operations on the 800 MHz Countywide Coordinated Communications System, as well as supporting cutting edge surveillance, video and security systems. Please describe your experience in providing administrative support to a technical or operational organization.
3. The Communications Division will be implementing FCC Rebanding, which will involve coordination with all 128 operations on the City/County/Orange County Fire Authority public safety radio communications system. Please describe your experience in scheduling and coordinating large-scale projects with multiple participants.
4. Please describe your experience in working with personnel at all levels, as the individual in this position will be working with executive, public safety and administrative personnel at all levels in County/City government, including those serving in administrative functions, as well as personnel directly involved in law enforcement, fire services, lifeguard, paramedic, and public works operations.