

**Polk County Sheriff's Office Job Description**  
**1829 Emergency Communications Technical Liaison**  
August 2, 2010

**Position Concept:**

The Information Technology Emergency Communications Technical Liaison (ECC Technical Liaison) oversees various phases of the technology strategy; implementation and support related to the Emergency Communications Center (ECC) and associated public safety first responder agencies. The member proactively targets and addresses both ECC and customer agency issues regarding the CAD operation. The ability to remain proactive and uncover emerging IT solutions is critical to the position.

The most important and essential job function of the position is attitude which includes the following: interacting positively and cooperating with co-workers, responding politely to customers, working as a team member, functioning under intense time pressure and responding in a positive manner to supervision.

The member may perform other related duties and tasks, as required and shall have the physical, mental and emotional abilities to perform the essential job duties of the position.

**Essential Functions:**

- Organize/develop plans for implementation of software/hardware
- Conduct project management
- Organize functions across different emergency communication agencies
- Analyze customer business needs
- Design technology solutions
- Maintain/service ECC surveillance equipment
- Provide instructions/assistance
- Maintain/upgrade ECC network servers
- Organize meetings with county agencies
- Organize/maintain sign-on and unit ID data
- Organize/maintain GPS/AVL system
- Assist to maintain CAD upgrade schedule
- Organize/maintain upkeep of ProQA and AQUA
- Coordinate/prepare ECC data support
- Train members/other agencies on ECC software
- Liaison with contract agency regarding phone-line/software
- Liaison for third party technology
- Maintain ECC collaborative video wall

**Education, Professional Certification or License:**

- Two (2) year degree from an accredited college or university
- Valid Florida driver's license

**Professional Experience:**

- Minimum two (2) years specialization/training in Communications as a CAD Technician.
- Experience in computer programming for Law Enforcement, fire services, or Emergency Medical Services
- Comparable training and experience may be substituted for minimum qualifications

**Status:**                             Civilian     Sworn     Certified

**Blood and Viral Pathogen Risk:**                             Minimal Risk                             Foreseeable Risk

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### **Environmental Conditions:**

- Works with and around electrical equipment
- Works various hours, sometimes for extended periods of time
- Works on-call status
- May work near chemicals or substances
- Works under stressful conditions

### **Required Skills and Knowledge:**

#### **Knowledge of:**

- PCSO policy and procedures
- Emergency systems
- Third party software
- PCSO software/hardware
- Florida State Statues
- Computer technology
- Safety techniques
- Electronic listening equipment
- Electrical tools
- GPS/AVL products
- Geographical area
- Technical devices

#### **Ability to:**

- Read and write English
- Operate motor vehicle
- Operate specialized equipment
- Concentrate on task
- Operate office equipment
- Reason logically
- Use tools
- Handle confidential information

#### **Skills:**

- Technical
- Interpersonal
- Computer
- Basic English grammar
- Research
- Telephone equipment
- Advanced electronic recording
- Intelligence gathering
- Basic mathematical
- Instructor
- Organizational
- Decision-making
- Diagnostic
- Public speaking
- management
- Interviewing

### **Physical Requirements:**

- Lift/drag/carry 100 lbs.
- Crawl
- Climb
- Bend/squat
- Run
- Recognize colors
- Physical agility
- Mobility
- Stamina
- Sense of smell
- Sit for long periods
- Stand for long periods
- See at normal range or with accommodation
- Hear at normal level or with accommodation
- Speak English understandably
- Manual dexterity
- Ambulate independently