



MANAGER, PUBLIC SAFETY COMMUNICATIONS

Department: Information Technology
Unit: 5210
Level: 8, Exempt

Supervisor's Title: Director, IT Aviation
Systems

ESSENTIAL TASKS OF THE JOB:

Provides independent oversight of administration, maintenance, and service of the Authority's Public Safety Communications environment.

1. Ensures systems are running, optimized, and utilized correctly and efficiently.
2. Actively looks for impending issues and develops / executes pre-emptive measures where needed.
3. Interfaces with all Authority Operating units to ensure their radio communications needs are met.
4. Monitors systems management console on the radio core.
5. Defines, acquires, analyzes, synthesizes, and publishes radio system operational metrics.
6. Develops and oversees execution of work plans for full time and contractor staff.
7. Manages radio aliases in Site Lens.
8. Assists with the installation and maintenance of mobile radios in Authority vehicles as needed.
9. Directs employees and contractors as required in the execution of all tasks pertinent to these systems.

Serves as the Authority's representative and POC for Motorola, the FCC, partner agency radio teams, UASI / CIS, and all related vendors / contractors. Also serves as a representative, as required, on UASI/CIS and partner with various external agencies and stakeholder to ensure emergency communications.

1. Serves as Authority representative and POC for establishing policy and issue resolution to Motorola and Everbridge for all issues, work requests, contracts, and projects.
2. Serves as Authority POC to Mass Messaging vendor for all system issues and work requests.
3. Represents the Authority to the FCC for all issues pertinent to our conventional and trunked radio licenses.
4. Represents and coordinates the Authority's usage and response for radio and interoperability issues and initiatives to all our partner agencies and municipalities.
5. Teams with the Authority's Public Safety and operational groups to ensure their radio needs are met.
6. In conjunction with business partners, staff, and external agencies and

vendors, develops and implements policies for radio system usage, interoperability and operations.

Serves as the primary architect and project manager for the Authority on the radio system migration to the new City of Boston radio system.

1. Interfaces with the representatives from CoMIRS and the City of Boston to facilitate and plan the migration of resources between the respective systems.
2. Facilitates internal and external meeting to document and tracking critical functions.

SECONDARY TASKS:

Manages Radio Technician staff:

1. Oversees installation and maintenance of all subscriber units (portable and mobile radio units) and bi-directional amplifiers (BDA) as required by law.
2. Identifies hardware that is end of commercialization and develop a strategy and budget to bring the environment into a supported state.

Assists in the preparation of bid specifications and contracts in coordination with Massport policies and procedures.

JOB REQUIREMENTS AND QUALIFICATIONS

Education

Bachelor's degree in Management Information Systems or Computer Science, or equivalent professional experience required.

Experience

Minimum of 7 years of experience in systems maintenance, operations, end-user support and expert level knowledge of 800MHz trunked and conventional radio technology.

UNIQUE EXPERTISE/CERTIFICATIONS/REQUIREMENTS

1. Current and valid driver's license.
2. Ability to obtain a Massport Security Badge.
3. Ability to pass airfield driving test and obtain Aerodrome Ramp, Apron, and Airfield License.
4. Working knowledge of data communications protocols and methods.
5. Working knowledge of IBM compatible PC's and common peripherals.
6. Working knowledge of Motorola systems, XTS/XTL/APX radios, CPS, UASI radios, or in the process of acquiring same.
7. Expert level knowledge of 800 MHz trunked system configuration.
8. Working knowledge of XTS/XTL/APX radios used at Massport

9. Strong written and verbal communication skills required.
10. Ability to pass a Massport controlled substances test and background checks.

WORKING CONDITIONS

Environmental Parameters: Ability to work in an office environment and at all MPA locations as needed. Ability to work in an airport environment with conditions that may include: fumes, gases, chemicals, and dust as well as decibels in the range of 65-100.

Physical Demands

Strength: Ability to exert up to 30 pounds of force.

Type: Ability to match and sort items based on color; to distinguish between different colors. Ability to walk or stand for long periods of time. Expressing or exchanging ideas by means of spoken word, and perceiving nature of sounds. Clarity of vision at 20 inches or less.

WORK SCHEDULE

Work schedule requires the ability to work 37.5-hour workweek, and ability to meet fluctuating workload demands as necessary. This position is an on-site position due to the criticality of the function. Exceptions may be made on an as needed basis.

.