



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 05/16
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Manager, Parking, Communications, and Public Safety Technology

JOB SUMMARY

Maintains administrative oversight of the police dispatch and parking operations and is responsible for the management and planning of all daily operations; supervision of all telecommunications and parking personnel; as well as all computer systems and equipment within the department. This position involves establishing policies and methods for effective, efficient emergency communication; developing standard operating procedures and user's manuals for department equipment. This position will implement and maintain systems, perform cost benefits analysis, and support system users' needs and priorities. This position is responsible for complex project based work efforts and has billing and budgeting responsibilities. In the context of Parking, Dispatch, and Public Safety Systems this individual may serve in a liaison capacity with other segments of the University. The position resolves issues of scope, resource availability, resource expertise, budget constraints and deadlines. Work is performed under administrative supervision and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director of Public Safety

Supervises: Supervisor of Parking Office and Telecommunicators

ESSENTIAL DUTIES - May include, but not limited to the following:

- Submits recommendations for revisions in department policies, practices, or procedures to the Director.
- Ensures all orders, directives and policies are uniformly interpreted understood and receive full compliance.
- Coordinates the University 911 system ensuring proper emergency response, record keeping and adherence to policy.

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- Maintains the recording system of department telephone, radio and video systems.
- Responsible for the management, operation, and administration of all Public Safety file, application, and database servers.
- Coordinates and ensures university-wide multi-user video systems are well managed and administered.
- Provides consultation with administrative and academic departments on the purchase of video surveillance, card access, and public safety equipment.
- Benchmarks, analyzes, reports on and makes recommendations for improvement and growth of public safety technology systems.
- Manages the deployment, monitoring, maintenance, development, upgrade and support of all Public Safety technology equipment along with their respective operating systems, hardware, software, and peripherals.
- Oversees the daily operation of dispatch and parking operations.
- Develops prepares and recommends budget for purchasing, upgrading and maintaining public safety systems, devices, and equipment; forecasts for future trends.
- Assists with evaluating and recommending of hardware and software upgrades and software packages.
- Keeps current with latest technologies, parking, and dispatch industry trends.
- Assists Director in managing dispatch and parking staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- Works with vendor personnel to identify and solve all vendor hardware and software problems, negotiates contracts to secure best pricing and quality for the university.
- Serves as a primary point of contact for vendor interactions and hardware and software standardization for public safety technologies.
- Evaluates new products and services from vendors to determine applicability to hardware and software in use by the Public Safety department.
- Develops long and short-term plans for updating equipment, adding capabilities enhancing existing systems, and providing improved services provided by parking and dispatch operations.
- Provides work schedules to ensure all aspects of the area covered with skilled staff.
- Ensures that dispatch personnel are performing effectively and utilizing the tools and systems provided successfully.
- Proactively assess staffing needs.
- Organize and coordinate dispatch training programs.
- Serves as a liaison between the University and governmental agencies, regional operation companies, and vendors.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

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ADDITIONAL DUTIES

- May serve as Project Manager of multiple technology projects
- May be asked to serve on multiple University committees.
- Performs other duties as requested.

EDUCATION

Bachelor's degree required. Technology and network systems certifications preferred. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis. Basic Texas Commission on Law Enforcement Telecommunicator certifications required.

EXPERIENCE

Seven years job related work in computing and/or communications, education environment highly preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Knowledge:

- Requires a thorough understanding of both theoretical and practical aspects of an analytical, technical or professional discipline.
- Requires in-depth analysis to interpret and evaluate obscure/vague information in the development of new solutions for complex technical and/or managerial problems.
- The knowledge and/or technology used in the job changes frequently, requiring frequent study and training.
- Requires the examination analysis of technology systems.
- Quality assurance concepts and procedures.
- Business principles and business and industry-specific terminology.
- Hardware and Software life cycle activities
- Working knowledge of office practices and methods
- Basic business principles and business and industry-specific terminology
- Business case analysis
- Costing, budgeting, risk and financial analysis

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- Quality assurance concepts and procedures
- Extensive relational database and operating systems experience.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Ability to plan and allocate the workload of employees, providing direct training and supervision as needed.

Skills Required:

- Strong technical knowledge of network and PC operating systems, hardware, protocols, and standards.
- Strong technical knowledge of mobile devices and mobile device integration.
- Asset Management
- Conflict Resolution
- Contract management
- Managing without Authority
- Mentoring
- Installation of applications
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Ability to conduct and direct research into Technology issues and products as required.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical, evaluative, and problem-solving abilities.
- Exceptional customer service orientation.
- Extensive experience working in a team-oriented, collaborative environment.

Highly Preferred:

- Strong leadership skills
- Project management software tools (e.g., Microsoft Project)
- Risk analysis
- Data forensics
- Excellent understanding of the organization's goals and objectives.
- In-depth knowledge of applicable data privacy practices and laws.
- Strong understanding of human resource management principles, practices, and procedures.
- Strong understanding of project management principles.
- Vendor negotiation

Ability to:

- Plan, direct, and evaluate a complex operation, using human resources, time, funds, and other resources for the accomplishment of long-term and short-term goals of the institution.
- Establish and maintain effective work relationships with students, faculty, staff, and the

public.

- Provide administrative guidance within area of responsibility, providing direct training and supervision as needed.
- Apply budgetary and fiscal planning techniques within financial constraints.
- Organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Complete complex technical projects, given detailed specifications.
- Operate on independent judgment based on an understanding of organizational policies and activities.
- Ability to present ideas in business-friendly and user-friendly language.
- Ability to perform general mathematical calculations for the purpose of creating business cases, budgets, and so on.
- Communicate effectively orally, by phone, in person, and in writing.
- Represent the department and University in a friendly, courteous, and professional manner.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Use a personal computer and other office equipment, including university related software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment and classroom setting.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and

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maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Printed Employee Name: _____

Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.