



# DESCHUTES COUNTY 9-1-1 SERVICE DISTRICT

An Invitation to Apply for the Position of  
**DEPUTY DIRECTOR, 9-1-1 TECHNICAL SERVICES**

Deschutes County 9-1-1 Service District  
Bend, Oregon



## THE COMMUNITY

For the past decade, Central Oregon has been recognized as one of the nation's best places to live. Deschutes County is conveniently located within a three-hour drive to Portland. With an average elevation of 3,600 feet, the area enjoys a dry, high desert climate with cool nights and sunny days. Annual precipitation averages 11.7 inches.

The county's population is 182,000, spread over 3,054 square miles. Tourism brings in approximately two million visitors annually. The Mount Bachelor ski resort attracts visitors from across the nation, and the nearby Cascade Lakes are also a large tourist draw.

Other local features include a vibrant visual and performing arts community, an outstanding restaurant scene, an extensive and respected health care network, and a high quality educational system.

The cities of Bend, (the county seat), Redmond, La Pine, and Sisters are the four municipalities in Deschutes County. Roberts Field Redmond Municipal Airport connects Deschutes County to other major western U.S. cities. In addition to excellent public and private K-12 schools, Bend is home to Central Oregon Community College (COCC) and Oregon State University's Cascade Campus.



## 9-1-1 SERVICE DISTRICT

Created in 1984, the Deschutes County 9-1-1 Service District is a public safety dispatch agency comprised of 60 employees. It is the only public safety dispatch center in the County and dispatches for fourteen police, fire, and emergency medical services agencies. The District also works closely with the U.S. Forest Service, Bureau of Land Management, emergency air ambulance services, Oregon State Police, and other state and federal agencies.

## TECHNOLOGY

The District is migrating its Computer Aided Dispatch (CAD) system to Tyler Technologies this fall to align its CAD with local law enforcement agencies' Records Management Systems. A West Viper 9-1-1 phone system with a Cisco UCM for administrative and non-emergency calls was deployed last year as was a new Harris P25 Phase II trunked radio system.

There are 16 operational positions; 4 training positions; and 6 positions in an off-site back-up PSAP.

## FINANCIAL SUPPORT AND GOVERNANCE

The District's FY 2017-18 operations budget is \$10.3 million. The majority of the District's funding comes from a permanent property tax rate. **This direct support means the area's public-safety agencies do not pay user fees for dispatch operations or for the use of the P25 Phase 2 digital trunked radio system.**

The Deschutes County Board of Commissioners serves as governing body of the District. The 9-1-1 Director works under the operational supervision of the County Administrator. Through the Deschutes County 9-1-1 Service District Operating Agreement, the Board of County Commissioners created a 9-1-1 User Board, which provides advisory input into the vision and strategic goals for the District. The 9-1-1 User Board is comprised of representatives from each public safety agency served by the District and generally meets monthly. The Law Enforcement Review Committee and Central Oregon Fire Operations Group also work cooperatively with the District on operational and technical issues which may impact user agencies.

## THE IDEAL CANDIDATE

The District is seeking a strong leader with engineering level knowledge and public sector experience, ideally in public-safety working with or for a Public Safety Answering Point (PSAP), to provide strategic IT vision, support, management, and operations, for both facilities and technical services for the Service District.

The ability to communicate with stakeholders, including elected officials, user agency department heads and their staff, as well as the District's technical and non-technical staff, is essential.

The ideal candidate must be able to motivate and mentor staff, create a team-oriented atmosphere and effectively delegate tasks. The new Deputy Director should be honest, fair, consistent, respectful, and trustworthy. He/she will be an active listener who maintains an open door policy and understands the importance of a team environment.

The ideal candidate must maintain a strong relationship with staff and create professional relationships with various stakeholders and public safety agencies. The successful candidate will be responsible for selecting, training, evaluating, supervising, recognizing, and motivating all of the District's technical services personnel. Some employees in the technical division are represented by a labor group (AFSCME), so experience working in a unionized environment is desirable.

The ideal candidate will represent the District before the County Commissioners, County Administrator and 9-1-1 User Board and will work cooperatively toward achieving the District's technical system goals. He/she is expected to work independently, possess a superior work ethic, and conduct his/her business and personal affairs to the highest ethical standards. Strong written and verbal communication skills, including the ability to communicate technical issues and concepts to non-technical people are essential to this position.

In partnership with the Director, the Deputy Director of Technical Services will prepare and present the technical division's budget documents to the Deschutes County budget committee for approval. The person hired will also provide leadership for the implementation of Next Generation 9-1-1 and work with state officials, colleagues and user agencies to assure the regional digital trunked radio system meets user performance needs.

### **EXPERIENCE & EDUCATION**

A Bachelor's Degree in Information Systems, Engineering or related area from an accredited institution, five (5) years of recent supervisory experience in relevant IT, telephony and radio systems setting or any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities to perform the job.

### **KNOWLEDGE, SKILLS & ABILITIES**

Possession of or ability to obtain a valid Oregon Driver's License within 30 days of hire date. Ability to pass a comprehensive background check and pre-employment drug screening.

### **COMPENSATION & BENEFITS**

\$8,994.84 to \$12,656.66 per month for a 173.33 hour work month. Placement is dependent upon education and experience.

- Health insurance includes medical, dental, orthodontia, vision, alternative care and prescription coverage. Coverage includes spouse and eligible dependents currently at a cost of \$90 per month to the employee.

- Deschutes Onsite Clinic (DOC) and pharmacy.
- Public Employees Retirement System (PERS) or Oregon Public Service Retirement Plan (OPSRP). The District pays the entire contribution to either plan.
- Nine paid holidays and one personal day per year.
- Time management leave per policy.
- Life & accidental death insurance.
- Long-term disability insurance.

### **APPLICATION DEADLINE: MARCH 15, 2018 AT 5 PM PST**

Interviews will be conducted on-site on April 2 and 3, 2018.

For questions about the position, please contact Director Steve Reinke at 541-322-6101 or [steve.reinke@deschutes.org](mailto:steve.reinke@deschutes.org)

To apply, please visit:  
[www.deschutes.org/jobs](http://www.deschutes.org/jobs)

All candidates will receive email notification regarding their application status after the recruitment has closed and applications have been reviewed. Notifications to candidates are sent via email only.

If you need assistance, contact the Deschutes County Human Resources Department, 1300 NW Wall Street, Suite 201, Bend, OR 97701, (541) 617-4722.

*Deschutes County actively recruits persons from various ethnic and cultural backgrounds to enhance service to its diverse communities. Exceptional customer service relies upon a team-oriented workplace and a continuous quality improvement environment.*

*We are an equal opportunity, affirmative action employer. Deschutes County provides reasonable accommodations for persons with disabilities. This material will be furnished in alternative format if needed. For hearing impaired, please call TTY/TDD 711.*

