



**SPOKANE REGIONAL  
EMERGENCY  
COMMUNICATIONS (SREC)  
invites applications for the  
position of:**

**Technical Project  
Manager**

**SALARY:** \$44.11 - \$59.99 Hourly  
\$7,645.92 - \$10,397.92 Monthly  
\$91,751.00 - \$124,775.00 Annually

**DEPARTMENT:** Administration

**OPENING  
DATE:** 03/16/23

**CLOSING  
DATE:** 03/27/23 10:00 AM

**DESCRIPTION:**

**BASIC FUNCTIONS AND RESPONSIBILITIES:**

FLSA exempt position under the direction of the Executive Director, responsible for high-level management, design, analysis, procurement, coordination, evaluation, development, implementation, and ongoing support of major agency wide systems within the Information Technology Department.

**EXAMPLES OF ESSENTIAL DUTIES:**

**ESSENTIAL FUNCTIONS:**

- Plans, schedules, conducts, or coordinates detailed phases of project and system development to support major Agency-wide operations.
- Assist SREC Executive Management in the construction and management oversight of contracts for vendor supported activities.
- Responsible for preparation of RFP's and evaluation process for proposal selection within procurement.
- Ability to serve as a project manager on complex, large implementation projects. Project management and coordination duties extend into oversight and/or advisory role with other staff for smaller projects. Management of data processing projects includes project prioritization, scheduling, and deadline setting, task definition and assignment, monitoring of project progress,

quality review and control. May serve as team leader for development team with responsibility for one or more major Agency-wide efforts.

- Develops, presents and recommends projects, including equipment or software proposals, to staff and management groups in various departments and in other organizations. Prepares or helps in the preparation of contracts for equipment and services for SREC departments.
- Conduct customer interviews to determine system requirements, coordination of user requirements with existing and projected computer capacity and capabilities, determination of appropriate platform/application development tools, analysis of requirements culminating in complete application design, design review, conversion planning, testing, documentation preparation, user training, coordination of ongoing maintenance, including enhancement requests.
- Assist in needs analysis and review/recommendation of applications/systems, conversion assistance, implementation planning and testing, primary contact point for vendor support, ongoing application of vendor-supplied maintenance 'fixes', ongoing support for new application releases (conversion, testing, and implementation).
- Supervises, reviews, trains, evaluates, schedules and assigns work for team personnel. May participate in hiring and/or disciplinary processes/recommendations for assigned staff.
- Create and implement policies, requirements and industry best practice standards
- Assists in determining appropriate response and resources to be assigned to IT security related issue resolution; follows up to ensure successful outcome and coordinates with IT management as required;
- Oversees vulnerability assessments and penetration testing, including performing incident response and security analysis and forensic investigation;
- Provides analytical support and leadership with regards to overall functionality of complex enterprise-wide systems, integration with existing or planned systems, and implementation and ongoing support.
- Participate in advanced-level solving complex, often highly technical in nature, and in evaluating and resolving complications that impact services to departments and SREC customers.
- Manages projects and guides staff to manage projects efficiently, including project definitions, documentation, scheduling and status reporting.
- Assist in capital projects, including but not limited to, remodeling, new construction, floor plan design and operational workflow enhancements within current sites.
- Performs related work, special projects or other duties as assigned by the Executive Director.

## **TYPICAL QUALIFICATIONS:**

### **INTERPERSONAL CONTACTS:**

Contacts are made both inside and outside the organization. Internal contacts frequently include administrative, supervisory, represented or non-represented staff. External contacts may include Center customers, outside vendors, governmental personnel, applicants and citizens. This position may be one of the first contacts many have with the Center and therefore critical that all interactions are respectful and professional.

### **REQUIRED KNOWLEDGE OF/SKILL IN:**

- Principles of project management
- Principles of Operations Management
- Principles and best practices in information technology and communication systems.
- Computer systems and networks.
- Principles of vendor management and procurement, including contract oversight and vendor accountability.
- Principles of public safety customer service and effective interaction with high level stakeholders.
- Principles of accountability for work of self and technical function, including work status reporting and performance measurement.
- IT industry and trends.

#### PREFERRED KNOWLEDGE OF/SKILL IN:

Technical Security requirements for law enforcement information systems.

- 911/Fire/EMS/Law Dispatch procedures and technical requirements for 911/Fire/EMS/Law CAD systems.
- Fiber optic networks, hardware and software.
- Electrical and power system design and operation.

### **SUPPLEMENTAL INFORMATION:**

#### REQUIRED ABILITY TO:

- Meet Criminal Justice Information Security Policy (CJIS) background requirements at time of hire and throughout employment.
- Maintain updated knowledge of relevant information technologies.
- Work independently with minimal supervision. • Plan and direct the work of division staff and contract service providers.
- Correct use and fluency in the English language, both oral and written, including spelling, grammar and punctuation.

#### REQUIRED EDUCATION AND EXPERIENCE:

A Bachelor's degree involving major study in Computer Science, MIS, Business or closely allied field, and five (5) years progressively responsible experience in project management, design, analysis, development, and maintenance of computer systems. Supervisory experience, PMP certification, and/or Master of Business Administration (MBA) or Public Administration (MPA) is preferred. If not already certified, PMP credential will be a requirement within the first 3 years of employment.

#### MANDATORY LICENSES AND CERTIFICATIONS

- Possession of or ability to obtain driver's license valid in Washington within 30 days of hire date.
- Successful completion of CJIS Background check.

- A Central Computerized Enforcement Service System (ACCESS) certification upon employment.

**WORK ENVIRONMENT:**

- Office environment.
- Meetings with various public officials
- Travel to and from locations around the county

**PHYSICAL, SENSORY AND MENTAL DEMANDS:**

- Moderately quiet office environment with frequent interruptions.
- Ability to travel, sometimes overnight, by auto or aircraft.
- Lifting, carrying and pushing objects weighing up to 50 pounds.
- Dexterity of hands and fingers to operate computers, computer boards, computer keyboards and wiring.
- Sitting for extended periods of time working at a computer keyboard.
- Bending, kneeling and crawling to reach computer electrical or wiring connections.
- Vision, specifically to include up close, distance, color and peripheral; depth perception and ability to adjust focus.
- Hearing and speaking to exchange information.

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APPLICATIONS MAY BE FILED ONLINE AT:

<https://srec911.org/>

1620 N. Rebecca St.  
Spokane, WA 99217  
509-532-8911

[jtower@srec911.org](mailto:jtower@srec911.org)

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Position #025  
TECHNICAL PROJECT MANAGER  
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