

JOB TITLE : SENIOR TELECOMMUNICATIONS COORDINATOR

JOB FAMILY : AUXILIARY SERVICES

BAND : E

FLSA : NONEXEMPT

JOB CODE : 11555

Main Function:

Supervise day-to-day operations of the telecommunications center, including CCTV and card access system monitoring.

Administer scheduling, training and performance management for the Communications Division of the department.

Essential Duties and Responsibilities:

Responsible for scheduling and regular on-the- job training, guidance, advice, counsel and mentor staff; ensure all personnel follow existing policies and procedures and relevant documents are available and up-to-date.

Ensure staff are current on required certifications and run required monthly/weekly tests to stay proficient.

As needed, fill-in for telecommunications staff including answering and prioritizing emergency and business calls for Cornell Police.

Ensure department communications equipment (cell phones, pages, radios, etc.) and software are in good working order; tracking technology changes and make necessary recommendations to keep pace with department and university needs.

JOB PROFILE:

MINIMUM EDUCATION/ EXPERIENCE: Associate's degree and 2 to 4 years relevant experience or equivalent combination; Must obtain New York State Police Information Network Certification and FBI Criminal Justice Information Services Division (CJIS) compliant certification during on-the-job training; Association of Public Safety Communication Officials Certifications (Level 1 & 2), & Communications Supervisor within 12 months of appointment, based on class availability.

IMPACT: Error would extend beyond the position's college or unit.

CONTACTS INSIDE THE UNIVERSITY: Provide guidance and instruction

CONTACTS OUTSIDE THE UNIVERSITY: Conduct straightforward business, obtain or provide general factual information, handle confidential information.

CONTACTS WITH STUDENTS: Deal with confidential information

SUPERVISION GIVEN: Assign and review work, provide on-the-job training for new employees, participate in performance evaluations

COMPLEXITY: Activities specifically focus on an entire field.

LEVEL OF DECISION MAKING: Responsible for making some decisions which require consideration of various criteria. Decisions are usually within limits prescribed by established policies or the supervisor.

FREEDOM OF ACTION: Under general supervision, some interpretation of established work policies and procedures is required

SUPPORT SKILLS - WRITING: Provide standard responses to inquiries.

SUPPORT SKILLS - COMPUTER: Uses a wide variety of advance and complex business/technical programs/applications to manage data, systems, and information technology infrastructure.

WORKING CONDITIONS: Physical: Lift less than 10 lbs.
 Visual: Close concentration and visual attention
 Hazard: Normal working conditions including no or limited exposure to hazardous conditions/materials/equipment. Safety gear may sometimes be required.