

## **FIRE TECHNOLOGY SERVICES ADMINISTRATOR**

### **JOB DESCRIPTION**

**Classification Responsibilities:** The Fire Technology Services Administrator is responsible for planning, directing, and managing the operation of assigned Mesa Fire and Medical technology services in coordination with the City's Department of Innovation and Technology (DoIT) and Mesa Police Department (MPD). The position responsibilities include developing the service strategy for one or more Fire technology services in coordination with DoIT and MPD, guiding the City's investment in assigned Fire technology services, and developing the workforce needed. The Fire Technology Services Administrator understands Fire Technology services cost drivers and connects cost of service planning, directing, and service consumption drivers; and manages and/coordinates with DoIT the service-level agreements (SLAs) for specific services. The Administrator guides continuous improvement efforts for assigned services and meets regularly with DoIT Architects and Managers to discuss and plan for the impact of new technologies, solution architecture, DoIT lifecycle IT roadmaps, and budgeting. The Fire Technology Service Administrator interacts with the Department of Innovation and Technology and vendors to identify and evaluate emerging technology and their impact on assigned services. The Fire Technology Services Administrator is the engagement administrator for resource planning and management conversations with Mesa Fire and Medical leadership, resources, DoIT Leadership, and business partners. This includes reviewing department requests for service enhancements, cost evaluations, standards reviews, and prioritization. The Fire Technology Services Administrator manages resource availability to continuously support the Mesa Fire and Medical department and evaluates overall fire technology services, including department solutions, to ensure optimum system performance. Methods include: facilitating meetings and governance boards; acting as an advisor and reviewing or consulting on proposed work plans and project progress; implementing, evaluating, and modifying procedures, including the administration and ongoing development of varying Fire-related services; completing continuous long- and short-term strategic technology planning for Fire technology services with DoIT, MPD, and other associated regional Fire agencies dispatched by the Mesa Regional Dispatch Center (MRDC); and identifying Fire and Medical Department and customer resources necessary to accomplish goals and objectives. Additional duties include managing Fire customer expectations, as well as monitoring, reporting, and addressing issues related to customer satisfaction; formulating budgets, procedures, and long-range plans in relation to Mesa Fire and Medical customers' business requirements; and supervising and directing professional staff in accomplishing Mesa Fire and Medical and customer objectives. Duties include coordinating the completion of multiple projects and service deliverables, ensuring that department project and services objectives are balanced against available resources; ensuring all work is done in alignment with City, Department of Innovation and Technology, Mesa Fire and Medical, and MRDC partners long-term strategies; and performing related duties as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. Excellent communication skills are essential in dealing with both internal and external parties. Incumbents must possess sufficient communication skills and business and technical knowledge in order to communicate meanings and impact using both business and technical terminology. Incumbents work independently and with initiative in performing day-to-day responsibilities to meet the continuous demands associated with the completion of simultaneous projects and requests for a variety of resources. This class is supervised under the general supervision of an Assistant Fire Chief, who

evaluates work through reports, conferences, meetings, and results achieved. Employees in this class are required to be available on a 24-hour basis to cover emergency situations. This class is FLSA exempt-administrative.

## QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Management, Public Administration, Project Management, or related field. Extensive (5+ years) experience in Technology and IT management or Technology project leadership. Considerable (3 - 5 years) experience in managing, supervising, or leading the coordination and management of large-scale systems or services.

**Special Requirements.** Because of the confidential, sensitive nature of information handled, successful completion of a background investigation is required. Must possess a valid Class D Arizona Driver's License by hire or promotion date.

**Substance Abuse Testing.** Due to safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug, and/or controlled substance testing as outlined in City policy and procedures.

**Preferred/Desirable Qualifications.** Good (1 - 3 years) experience in Fire and Medical Department technologies is desirable. Experience with presentations, project management, team facilitation, budgeting, marketing, advertising, training, asset management, and purchasing are highly desirable. Experience or training in customer service techniques is also desirable.

## ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities that may be found in positions of this classification.

**Communication:** Communicates with the general public, Department of Innovation and Technology, other City employees, vendors, management, and public officials to create awareness of departmental services and offerings and administer assigned projects/services. Instructs and trains department staff regarding effective communication methods. Coordinates preparation of booklets, reports, speeches, and audio-visual programs to inform City employees of Mesa Fire and Medical technologies, DoIT programs, and services. Prepares written documents, including recommendations, surveys, City Management and Council Reports, contracts, proposals, requests for bids and purchases, manuals, reports, business area analyses, and forms, etc., using proper sentence structure and clearly organized thoughts. Communicate with internal and external audiences on controversial or sensitive issues on behalf of Mesa Fire and Medical management and can interpret technological issues and offer business solutions.

**Manual/Physical:** Attends meetings and seminars. Enters data into a personal computer (PC) to assemble and organize information. Distinguishes colors to determine adherence to printing specifications as well as for general effective visual communication. Operates a variety of standard office equipment such as a PC, telephone, calculator, and printer in order to acquire, process, and disseminate information. Operates a motor vehicle requiring a standard Class D Arizona Driver's License to provide on-site technical support at Mesa Fire and Medical customer locations, and have the ability to climb into fire truck cabs and pump housing.

**Mental:** Plans and manages the work of staff members, project teams, and technical personnel through motivating and evaluating performance. Develops department marketing plans. Conducts research and analyzes data (customer satisfaction surveys, focus groups, program/services need surveys) to help determine types of services and projects needed, target communication more effectively, and improve customer relations. Develops policies and procedures, short- and long-term objectives, business plans, and budgets. Resolves work-related problems involving time constraints, project costs, delays, etc. Negotiates with DoIT and other City department representatives to arrive at a consensus on strategic decisions and priorities. Negotiates with vendors regarding payment structures and contractual issues. Resolves work procedural problems and answers questions. Analyzes the operational efficiency of Mesa Fire and Medical Department technology services and its functions. Performs mathematical and financial calculations to assist in the development of the department budget. Coordinates activities with vendors and customers to prevent, resolve, or minimize customer problems. Reviews and evaluates information such as status reports and requests for services to determine compliance with City and department policies and state and federal laws. Understands and interprets technical specifications, schematic drawings, or other visual aids to assist customers in determining their business and technical needs. Inspects the work products of others to ensure compliance with standard operating procedures and department policies and procedures. Learns job-related material in a classroom setting and/or through on-the-job training.

**Knowledge and Abilities:**

Knowledge of:

strategic planning and competitive analysis methodology;  
project management and control techniques in a team environment;  
general functions of Mesa Fire and Medical, including departmental needs and requirements;  
effective vendor management and technology administration, continuity management, and technology architecture and governance;  
laws, policies, and regulations governing the purchase of commodities and services for the City;  
information technology concepts and practices;  
word processing/office systems equipment;  
industry trends involving information technology;  
principles of change, problem, and asset management;  
general theories and principles of product/service marketing and public relations;  
methods to create a Continuous Quality Improvement (CQI) environment;  
principles, practices, and procedures of employee supervision, including hiring, evaluating, and training;  
and radio frequency practices and principles.

Skill in:

challenging, convincing, and influencing the various stakeholders involved;  
technology service pricing, business case development, and account management;  
Information Technology Infrastructure Library (ITIL) strategy formulation and service architecture;  
communication;  
tactical organization and team collaboration: and  
team leadership.

Ability to:

make oral and written presentations to senior internal and external audiences;  
act as a liaison with external service providers across multiple projects and services;  
establish and maintain effective working relationships with fellow workers and representatives from other City departments;  
improve overall Mesa Fire and Medical costs, procedures, and services;  
coordinate service-level agreements to ensure that customer needs are met;  
integrate Mesa Fire and Medical resources and customer needs for projects and services so that realistic strategic goals are established, measured, and met;  
meet deadlines and handle more than one project/service simultaneously;  
develop and maintain good interpersonal skills regarding teamwork, cooperation, motivation, and listening;  
make and act on decisions impartially and objectively;  
exercise initiative and creativity in the improvement, development, and implementation of overall Mesa Fire and Medical programs and services;  
confer with DoIT resources and outside vendors on operations and project/service technical problems;  
coordinate and evaluate the work of assigned staff in conjunction with the project, service, and team leaders;  
explain complicated and technical information in simple, non-technical language;  
logically analyze and synthesize complex systems to develop satisfactory solutions;  
conduct internal market research to measure customer satisfaction across projects/services and advise project and service areas on survey techniques;  
handle administrative functions such as timekeeping and approvals;  
perform high-level budget management and administration for multiple projects and functions;  
educate Mesa Fire and Medical members and clients on budget methods and issues;  
create long-range plans;  
negotiate and facilitate conflict resolutions; and  
measure return on investment and report to management.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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CLP/eb/ah

CS6310.DOCX

EEO-O/A

JOB FCTN-INT

Non-DOT Safety and Security-Y

CDL- N

RESP- N

PAY GRADE: 63

IND-8810

SWORN-No

Non-DOT Random- N

DOT- N

INCREMENTS 51-200