

Coastal Bend Council of Governments

Job Posting

Job Title: 9-1-1 Network/Education Specialist
Department: 9-1-1 Network
FLSA status: Exempt
Effective date: August 26, 2024

Job Overview:

The 9-1-1 Network /Education Specialist provides technical and program assistance to the general public, internal staff, elected officials and partners in the CBCOB region.

Essential Functions:

- Maintain equipment inventory and other working documents to assist with accurate grant and/or contract reporting
- Provide outreach support by assisting with public education activities, maintaining materials for events, and delivering presentations to local governing bodies, committees, and public safety personnel.
- Ensure information delivered at public events is accurate and current by keeping abreast of current trends and data through training and attending professional meetings and conferences, as directed by supervisor.
- Determine best course of action for network outages by working with local partners and stakeholders and utilizing best practices.
- Provide compliance monitoring by performing call center visits as part of PSAP requirements.
- Provide technical assistance by utilizing TCOLE telecommunicator assistance to local call takers in the CBCOG region.
- Maintain technical knowledge by attending onsite training and/or coordinating with contractors associated with telecommunicating classes.
- May be required to work outside of normal work schedule to provide technical assistance by troubleshooting equipment owned by the CBCOG.
- May be asked to perform additional duties as assigned.

Supervisory Responsibilities:

- None.

Required Skills/Abilities:

- Verbal and written communication skills
- Organizational skills and attention to detail
- Strong analytical and problem-solving skills
- Ability to work independently and as a team when needed to coordinate efforts with CBCOG partners
- Ability to adapt to new technologies and methodologies
- Proficient with Microsoft Office Suite

Education and Experience:

- A bachelor's degree in technical field from an accredited university and;
- Minimum 3 years' experience in communications; or
- The equivalent experience and training in a related field

License and/or Certifications:

- Valid Class C driver's license at time of application is required. Must obtain a valid Texas Class C driver's license within 30 calendar days of employment.

Physical Requirements:

- Prolonged periods of sitting at a desk
- Use of a keyboard daily
- Must be able to lift up to 10 pounds occasionally
- Must be able to carry up to 10 pounds occasionally

Salary Range: **\$52,000 - \$62,000**

Benefits: **Health Insurance paid 100%**
 Vacation
 Sick Leave
 13 Holidays

You may also find additional information about the CBCOG at www.coastalbendcog.org

Please submit cover letter and resume to noel@coastalbendcog.org by March 28, 2025.