



BINGHAM COUNTY

Is Recruiting for the Position of

9-1-1 Technical Operations Specialist September 8th, 2026

Salary: From October 1st Starts at \$68,140 - \$81,294 – DOQ/DOE

Full time - County Benefits Included:

Including 13 Paid Holidays/6 Weeks Paid Parental Leave, Health Insurance, Public Employee Retirement System of Idaho (PERSI)

Closing Date: Open Until Filled

Pay Grade: N29

FLSA Designation: Exempt

Purpose of Class/Primary Function

The principal function of an employee in this class is to manage the technological and technical operations of the Bingham County Emergency Communications Center, and all radio and 911 infrastructure associated with Bingham County. This position acts as a Bingham County technical liaison with all Police, Fire, and EMS entities that utilize the services and infrastructure provided by Bingham County for emergency communications. This role will ensure that secure, reliable, and compliant technical operations are in continual effect to successfully protect citizens and support all field personnel during emergency operations. This position is also responsible for knowledgeably advising Bingham County stakeholders of applicable technology and funding mechanisms available that are critical to the current function and evolution of all 911 and radio systems to prevent or troubleshoot technological failures. The work of the 9-1-1 Technical Operations Director is supervised by the Bingham County Sheriff and his/her Designee, while working closely with the Board of County Commissioners, the 911 Advisory Committee, and the 911 Supervisor. A person in this position exercises independent judgment in accordance with established policies, procedures, and applicable judgment in accordance with established policies, procedures, and applicable Federal and State regulations. The principal duties of this class will often be performed in an office environment, but as necessary, includes infrastructure site visits and working within secure areas where infrastructure is located both indoors and outdoors. Formal meeting settings will be frequently necessary with elected, appointed, or command-level officials of first responder entities, vendors, and other similar positions of this class throughout the region and the state. Reasonable accommodations will be considered for qualified individuals with disabilities to perform the essential functions of this role.

Essential Duties and Responsibilities (will vary by assignment)

- Knowledgeably advises Bingham County stakeholders of sound direction for all technical operations and programs to sustain emergency communications.
- Provides knowledge of current trends in emergency communication technology, computer hardware and software capabilities and limitations, and Federal Communications Commission regulations.
- Develops and implements strategic plans, policies and procedures, and provides project management to achieve emergency communication goals. This includes, but is not limited to: NG911 core services (Location Information Services – LIS, Emergency Call Routing Function – ECRF, Policy Routing Function – PRF, Primary and Secondary Public Safety Answering Points – PSAP, Automatic Number Information/Automatic Line Identification, Computer Aided Dispatch – CAD, Emergency Medical Dispatch Systems – EMD, and maintaining public safety grade protocols in all emergency communications. This also includes technical knowledge of all associated infrastructure and equipment required.
- With administrative oversight, manages the budgeting, financial management, and resource allocation of emergency communication capital projects affecting Bingham County.
- Ensures compliance with all federal, state, and local laws, regulations, and standards, including NENA i3 standards, FCC regulations, NCIC/IDACS policies, CJIS, and applicable State of Idaho laws.
- Manages security and compliance for Emergency Communications Center (ECC), identifying risks and implementing protective measures, protocols, and cybersecurity procedures.
- Oversees maintenance, security, and upgrades of critical systems including CAD, private wireless radio systems (700/800 MHz, VHF/UHF, P25), microwave communications, NG911 technology, and related infrastructure to ensure 24/7 readiness and resiliency through redundant architectures and failover mechanisms.
- Develops and maintains a management system to track and maintain inventory while scheduling replacements for Emergency Communication equipment. This includes lifecycle monitoring and predictive replacement planning.
- Advises the Sheriff, his/her designee, and the 911 Supervisor on adherence to security protocols.
- Collaborates with Bingham County elected officials and their designees, law enforcement, fire, EMS, emergency management, and external stakeholders (including Idaho Public Safety Communications Commission) to advance initiatives and ensure secure interagency communications.
- Monitors and evaluates program effectiveness; recommends and implements improvements.
- Represents Bingham County in public meetings, hearings, community engagement, and interagency coordination.
- Prepares and presents reports, proposals, and recommendations to the Bingham County Sheriff's Office.

Other Duties and Responsibilities

- As necessary, works non-traditional hours, weekends, and holidays to maintain operations.
- May be assigned other duties, as needed.
- On-Call / subject to call – out from home after hours.
- Performs all other duties as required or requested by the Sheriff or his/her designee.

Competency Requirements

Knowledge of:

- Administrative practices and methods including planning, delegation, and program implementation and evaluation;
- Thorough understanding of principles for budget preparation and administration to include expense tracking and maintaining budgets at or below appropriations;
- Modern, critical emergency communication systems, such; as Computer Aided Dispatch – CAD, private wireless radio systems (700/800 MHz, VHF/UHF, P25), microwave communications, NG911 technology, NG911core services Location Information Services -LIS, Emergency Call Routing Function – ECRF, Policy Routing Function – PRF, Primary and Secondary Public Safety Answering Points – PSAP, Automatic Number Information/Automatic Line Identification, Emergency Medical Dispatch systems – EMD;
- Regulation and direction of entities that procedurally affect emergency communications such as, NENA i3, the FCC, NCIC/IDACS, CJIS, the State of Idaho, ILETS, the IPSCC, and DIGB5;
- Grand funding mechanisms and how to interface with the various entities to seek available funding for major infrastructure improvements and/or Maintenance;
- Public safety communication needs of all applicable Police, Fire, and EMS entities utilizing Bingham County's services;
- Strategic planning and project management for major infrastructure improvements, maintenance, and other capital projects;
- Inventory tracking, maintenance, and lifecycle monitoring for replacement of end-user equipment;
- Legal procurement procedures for large-scale projects.

Ability to:

- Diagnose current and future system weaknesses and strategically plan for replacements of vulnerable infrastructure;
- Keep direction with regional, redundant partners in emergency communications without compromising Bingham County's specific needs;
- Forecast capital expenditures for infrastructure maintenance and replacement and secure available grant funding prior to implementation;
- Use initiative and independent judgement within policy guidelines for the improvement of the Bingham County Emergency Communications Center;
- Interpret and implement goals, objectives, policies, procedures, and work standards;
- Negotiate with current vendors providing related services to maximize the value

received by Bingham County, and to seek out other possible vendors that can improve the services received by Bingham County;

- Prepare clear and concise reports, correspondence, and other written material;
- Perform time management, meet deadlines, and set priorities;
- Work independently, while still functioning well in a team environment to cultivate a positive productive work environment.
- Analyze situations quickly and objectively, to recognize actual and potential risk, and determine proper course of action;
- Cope with stressful situations calmly, fairly, tactfully, and with respect for other individuals.
- Establish and maintain effective relations with fellow employees and with citizens with varied racial, religious, ethnic, or economic backgrounds
- Establish and maintain effective relationships and communication with Agency Heads and all staff of user agencies.
- Keep immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Perform multiple tasks simultaneously, including handling interruptions, and to return to and complete tasks in a timely manner;
- Demonstrate integrity, ingenuity, and inventiveness in the performance of assigned tasks;
- Assist, prepare, and monitor budgets and monitor annual spending to assist in keeping spending at or below appropriate amounts.

Acceptable Experience and Training

- High school diploma or GED equivalency is required;
- Bachelor's degree in communications, Emergency Services, Public Administration, Business Administration, Information Technology, or any equivalent combination of education, experience, and training that demonstrates viability to perform the essential duties and responsibilities of this class is preferred;
- Ten (10) years of progressively responsible work experience in Emergency Operations, including public safety dispatching, E911/NG911 systems, communication systems project management, Private Wireless radio communications, and/or microwave communications, is preferred;
- Five (5) years of supervisory and managerial experience in the 911/ECC infrastructure environment, is preferred;

Special Qualifications

- Valid Idaho Driver's License is required;

Essential Physical Abilities

Must be able to perform the following with or without reasonable accommodation:

- Sufficient clarity of speech and hearing which permits the employee to discern verbal instructions and communicate effectively with the public and other employees in person, by telephone, and the radio.
- Sufficient visual acuity which permits the employee to comprehend written work instructions, review, prepare, and evaluate documents and file them in a prescribed order, and organize and file documents and materials.
- Sufficient manual dexterity which permits the employee to operate a personal computer and other specialized office equipment.
- Sufficient strength to lift and carry objects up to 25 pounds occasionally.
- Sufficient personal mobility, flexibility, strength, and agility to sit and work at keyboard for an extended period.

Benefits

Bingham County offers a highly competitive benefits package including membership in the Public Employee Retirement System of Idaho (PERSI), paid time off, holiday pay, paid parental leave, as well as medical, dental, vision and life insurance. If you would like to view all of the benefits Bingham County offers our full-time employees, please visit our website: www.binghamid.gov, then click on Human Resources and that will take you to our web page and on the left side you will see "Employee Benefits", if you click on this you will see our Benefits page.

How to Apply

A job description and the **Application** may be picked up at the Bingham County Courthouse, Department of Human Resources, Room 223 or you may find the application on our website: www.binghamid.gov. When you have completed the **Application** and have attached all of the required documentation, you may submit it by bringing it to the address listed above, or you may mail it to this address: 501 N Maple #202, Blackfoot, Idaho 83221. If you choose to mail it, it must be received in the office by 4.00pm on closing day, if there is one. You may also fax the paperwork to (208) 782-2681 or email it to L.Pope: lpope@binghamid.gov by the closing date and time.

The back page of the **Application** is an Authorization for Release of Records and Personal Information. You will need to sign this document in front of a Notary Public. You may bring a picture ID with you to the Courthouse and Laraine Pope in HR will notarize this page for you.

Items that must be attached to the Application

Resume

If your application is not complete or does not have the required documentation, you may not be considered for this job posting.