

Class Concept

Directs the operations of the Highway Patrol Communications Centers, including direct supervision of five Patrol Telecommunications Supervisors with a total of 100 employees. Establishes consistent statewide operational procedures and policies; implements certification training for Patrol Telecommunicators, State Troopers, Sheriffs and other law enforcement personnel. Develops, maintains and supports implementation of communications technology to meet federal standards, including continuing upgrades. Coordinates with State Highway Patrol Commanders, State Capitol Police, Emergency Management and local police agencies to ensure seamless communications in critical situations.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of applicable Federal Communications Commission rules and regulations, as well as NC State Highway Patrol and State Bureau of Investigation and FBI standards for evidence retention and preservation.
- Must understand procedures for Emergency Management Response, Prisons Emergency Response, NCDOT and Motor Carrier Enforcement regulations.
- Thorough knowledge of law enforcement communications technology, ability to anticipate and implement continuing technology upgrades.
- Ability to manage a large and geographically distributed organization with 24/7 coverage.
- Ability to staff, recruit and retain qualified employees with specialized skills.

Minimum Education and Experience

High school or General Educational Development (GED) diploma and six years of experience as a Telecommunicator, including two years of supervisory experience , or an equivalent combination of education and experience.