

Helping to save lives and protect property, E-Comm 9-1-1 is the regional emergency communications centre for southwest British Columbia. E-Comm's customers are emergency responders and the more than two million residents they serve throughout Metro Vancouver, Sunshine Coast Regional District and Whistler/Howe Sound areas. E-Comm provides 9-1-1, radio and technical support systems for all emergency services (police, fire, ambulance), and dispatch communications services for 23 police and fire departments.

A recognized leader in emergency communications, E-Comm is an organization where people are passionate about their work and public safety. E-Comm is committed to creating a healthy work environment for their employees. We thrive on making a difference and embrace challenge, variety and diversity. Respect, integrity, collaboration, accountability and service are the values of E-Comm employees.

Are you ready for a rewarding and exciting career? Join us in helping to create safer communities.

VOICE SYSTEMS TECHNOLOGIST

Reporting to the 911 Systems and Technical Support Manager, the incumbent assists a superior in planning, installing, troubleshooting and maintaining a complex mission critical telephony system for E-Comm and its clients. The Voice Systems Technologist assesses, configures and oversees the performance of voice systems; recommends appropriate technology solutions; provides technical support and troubleshoots complex technical problems; coordinates telephony transitions of existing call centres.

Nature and Scope:

- Maintaining a complex mission critical telephony environment across multiple locations and equipment, including multiple PBX systems, Remote Branch Offices, and voice logging systems serving E-Comm and its clients.
- Monitoring the overall performance of the system; interpreting and responding to voice system status and alarm indicators; investigating, troubleshooting, assessing and resolving complex voice system software and hardware technical problems; providing support to a hot backup centre and remote call centres; referring unresolved problems to a superior.
- Providing input and recommendations regarding the development, alteration or refinement of the system's capabilities to better meet user needs; coordinating the implementation of technical enhancements.
- Coordinating telephony transitions of existing call centres amalgamating with E-Comm.
- Performing voice system moves, additions and changes; maintaining systems security; performing voice system administration duties including adding and defining user access, user passwords.
- Maintaining 9-1-1 interfaces to systems such as the Computer Aided Dispatch (CAD); performing system and sub-system configurations; developing scripts; performing script maintenance functions including modifying and debugging scripts for advanced sub-systems; maintaining voice logging recorders.
- Preparing procedures, guidelines and training material; providing training to staff and/or resources to Training Coordinators.
- Coordinating regular maintenance with the contractor; monitoring performance and response time and dealing with performance problems.
- Performing related work as required.

Desirable Training and Experience:

- Completion of a two-year diploma program in electronics engineering technology, computer sciences or a related discipline plus sound related experience, or an equivalent combination of training and experience.

Knowledge, Skills and Abilities:

- Knowledge of the methods, practices, procedures, concepts and standards associated with the work performed.
- Knowledge of voice systems hardware and software as they relate to the work performed.
- Knowledge of communications protocols used in the work.
- Knowledge of security practices and techniques applicable to the work performed.
- Ability to recommend appropriate technology solutions and modifications for voice systems and to coordinate the installation and configuration of systems.
- Ability to maintain voice systems performance.
- Ability to troubleshoot complex technical problems.
- Ability to communicate effectively orally and in writing.
- Ability to work effectively with a variety of internal and external contacts.
- Ability to work with minimal supervision.
- Ability to take direction and work independently with a minimum of supervision.
- Must be a team player with excellent interpersonal skills who is responsible and dependable.
- Ability to be flexible and adaptable to various work projects.
- Ability to work effectively with a variety of internal and external contacts.
- Committed to excellence in customer service.
- Ability to apply skills, values and attitudes that enhance the image and services provided by E-Comm with employees, management and external contacts.

Additional Requirements:

- Must obtain and maintain an RCMP Reliability Status (security clearance)
- Must successfully complete a 9 month probationary period
- Excellent performance and attendance record
- External candidates must successfully complete a 9 month probationary period.
- Internal candidates must successfully complete a 6 month trial period.
- On-Call during evenings, weekends and holidays may be required.

Additional Information:

Hours of Work: 40 hour work week (On-call may be required)

Department: Information Technology

Employee Group: CUPE, Local 873

Annual Salary Range: \$58,843 to \$69,430

Please visit www.ecomm911.ca and click on "Join Our Team" to apply.