



## **RADIO SYSTEM MANAGER**

**\$96,131 - \$116,847**

*(Salary Under Review)  
Plus Excellent Benefits*

*Apply by*  
**July 28, 2013**  
*(First Review, Open Until Filled)*

***P*ROTHMAN**



**WHY APPLY?**



Snohomish County, Washington

The Snohomish County Emergency Radio System (SERS) is located in Everett, Washington, and was created to provide first response public safety communications for its user agencies.

Snohomish County is nestled between beautiful Puget Sound and the rugged snowcapped peaks of the Cascade Mountains. The southern border of the county is just 12 miles north of Seattle. The region boasts a moderate year-round climate, major urban centers, historic villages, rural retreats, and seaside ports, as well as many opportunities for outdoor recreation throughout the area.

The Snohomish County Emergency Radio System (SERS) offers a positive work environment with dedicated staff. If you would like to make a difference and help lead an organization that places a high value on providing outstanding service to its community, this is the right position for you.

**THE REGION**

Snohomish County has major urban centers, historic villages, rural retreats and seaside ports; each of which has its own scenic beauty and a multitude of attractions for visitors.



Snohomish County has a population of approximately 730,000 and covers 2,090 square miles. It is one of the largest and fastest growing counties in Washington and has thriving cities, rich agricultural land and many small communities that contribute to its character and exceptional quality of life.

The county's varied topography ranges from salt-water beaches, rolling hills and farmland in the west, to forest and alpine wilderness in the mountainous east. A significant portion of the Mt. Baker-Snoqualmie National Forest is also in Snohomish County, which is the second most visited national forest in the country.



Along with many other recognized communities, there are twenty cities and towns in Snohomish County. Everett is the largest city and seat of county government with a population of over 100,000. The city is home to the Boeing Company's largest assembly plant, which is the largest building in the world and the region's most popular tourist destination.

Everett has over 40 parks, trails, golf courses and open spaces for hiking, beachcombing, swimming and more. Summer and winter sports opportunities abound at nearby lakes, rivers and campgrounds, the Cascade and Olympic Mountains, and Whidbey and San Juan Islands. Everett is home to the AquaSox baseball team, a Class A minor league team associated with the Seattle Mariners. The Everett Events Center, which seats 8,000, opened in September 2003 and is home to the Everett Silvertips (Western Hockey League) and the Everett Hawks, an arena football team.

There are 15 public school districts in Snohomish County, and a number of them have been recognized for excellence in education. The county also offers numerous opportunities for higher education, including Cascadia Community College, University of Washington – Bothell, Edmonds Community College and Everett Community College. Through the University Center of North Puget Sound located at the Everett Community College, students can pursue baccalaureate and graduate degrees from eight colleges and universities.

**THE AGENCY**

Snohomish County Emergency Radio System (SERS) was created to provide effective and coordinated first response public safety communications on a day-to-day basis. The system supports two dispatch centers in Snohomish County (SNOCOM & SNOPAC) and is integrated with neighboring county systems.



SERS was formed as a nonprofit agency in 1999 through an interlocal government agreement with Snohomish County and the cities of Everett, Lynnwood, Marysville, Mill Creek, Brier, Woodway, Mukilteo, Mountlake Terrace and Edmonds. The SERS charter is to design, develop, finance, acquire, install, operate, maintain, repair and replace as necessary a uniformly high-quality, public safety communications service for public safety and other agencies on a countywide basis.

The System was designed to include: (a) a countywide 800 MHz trunked radio system with compatible mobile, portable and control station radios; (b) a countywide VHF paging system; (c) interim countywide VHF radio interoperability systems; (d) a countywide microwave transmission network to link system facilities; and (e) related real property, vehicles, equipment and appurtenances.

The System was constructed in two phases. Phase I, at a cost of \$17 million, extends from the northern boundary of the City of Marysville, south to the boundary of Snohomish and King Counties, west to Puget Sound, and east to State Route 9. The 800 MHz system in this service area includes eleven channels, operating from nine simulcast sites. Phase II, constructed at a cost of \$12.6 million, serves the remainder of Snohomish County.

The Phase II 800 MHz system consists of nine channels operating on ten simulcast sites.

The VHF radio interoperability systems link non-participating agencies (federal, state, and other local agencies) to the System. Interoperability with the King County Regional Radio System and the trunked radio system operated by the Boeing Company is available and provided via radios compatible with the Motorola trunked radio technology used by those systems.

**THE POSITION**

The Radio System Manager provides management and oversight of performance standards, project implementation, system operation and maintenance for the SERS 800 MHz trunked radio system. Responsibilities include managing the efforts of committees and user groups representing the public safety agencies, consultants and radio system vendors.

The Manager will provide ongoing system management under the oversight of the SERS Board and will supervise the work activities of six fulltime employees. Additionally, the Manager will be responsible for developing and managing the annual operating budget of approximately \$2.3 million. The Manager will also serve as an on call adviser, providing expertise and advice to boards, member agencies and communications centers.



**OPPORTUNITIES & CHALLENGES**

**Managing System Maintenance**

The SERS 800 MHz system was purchased with the intent that it remain in operation through 2020. This presents an ongoing challenge as the system

continues to age, and as result of changing technologies, various components over time will cease to be supported or available from the manufacturer. By working with staff, vendors and regional partners, the Manager will be responsible for developing a strategy to ensure that the current infrastructure remain viable over the next 7 years, including interoperability with neighboring systems.

**Transition to Future System**

Replacement of the SERS 800 MHz radio system, with a next generation (P25 Phase 2) system in the 2020 timeframe, presents challenges both technically and financially. The Manager will hold a leadership role in achieving this goal. As part of this process the Manager will meet with various agencies and organizations to gain support for system replacement in light of ever tightening budgets and public apathy towards costly public projects.

**Regional Efforts**

As a representative of both SERS and Snohomish County, the Manager will be involved in a number of regional organizations and efforts involving public safety communications. In this role, the Manager is expected to promote the best interests of Snohomish County by having a good understanding of its regional partners and systems, both a technical and political perspective.



**IDEAL CANDIDATE PROFILE**

The ideal candidate will have previous experience in an 800 MHz two-way radio services organization recognized for excellent customer service and continuous improvement. The ideal candidate should possess excellent leadership skills combined with a strong technical background, be accustomed to both choosing and prioritizing com-



peting tasks and have the ability to envision the "big" picture and not get lost in detail. Our candidate will have excellent budgeting and personnel management skills in a public sector agency environment.

This person will have the ability to understand the politics and work cooperatively with System users. The ability to communicate to everyone associated with the System, from politicians to technicians, will be a very important trait. SERS is looking for an individual who has had successful previous experience in administering multifaceted contracts in creating similar radio systems. Our candidate will have had extensive experience in working with regional and state level radio system partners and will be experienced in advocating for his/her agency.

He or she should be seen as honest, hardworking and approachable, while establishing an atmosphere of mutual respect and cooperation within their organization. Candidates should be able to organize and express ideas through excellent oral and written communications to a wide variety of audiences, such as mayors, city councils, police and fire chiefs, community groups and other boards and committees. This person will have the ability to communicate technical information to a non-technical audience.

The ideal candidate will be able to accept and support decisions in a positive manner with a collaborative approach and will have excellent organizational development skills. This person will be a good listener who consistently deals well with personnel throughout all levels of the System. The candidate will have sound values and promote teamwork and cooperation, as well as have the ability to take the organization to the next level of efficiency.

## EDUCATION AND EXPERIENCE

Candidates should have a minimum of five years of progressively responsible experience operating and maintaining a two-way radio system and at least two years of senior management level responsibility for a two-way radio services organization or any equivalent combination of education and management/supervisory experience with radio systems and radio communications services/maintenance organizations or public safety organizations.

- Long-term disability insurance
- Employee Assistance Program
- Deferred compensation program
- Vehicle compensation
- 11 Paid holidays
- Management employees receive a leave with pay benefit ranging from 25-40 days depending upon length of service.

## COMPENSATION & BENEFITS

- **\$96,131-\$116,847** DOQ (salary under review)
- Washington State PERS Retirement
- Social Security
- Full employee, dental, vision coverage
- Life insurance



[www.pacifier.com/~scounty/](http://www.pacifier.com/~scounty/)

The Snohomish County Emergency Radio System is an Equal Opportunity Employer. All qualified candidates are strongly encouraged to apply by **July 28, 2013** (first review, open until filled). Applications, supplemental questions, resumes and cover letters will only be accepted electronically. To apply online, go to [www.prothman.com](http://www.prothman.com) and click on "submit your application" and follow the directions provided. Resumes, cover letters and supplemental questions can be uploaded once you have logged in.

**PROTHMAN**

[www.prothman.com](http://www.prothman.com)

371 NE Gilman Blvd., Ste 350  
Issaquah, WA 98027  
206.368.0050