**Job Title: Telecommunications Training and Outreach Coordinator**

**About the Integrated Public Safety Commission:**

IPSC’s mission is to facilitate statewide public safety communications. IPSC provides interoperable and reliable public safety communications systems to all Hoosier first responders and public safety professionals for use during routine, emergency and task force situations. Our goal is to strengthen community safety and security by minimizing the financial and technological barriers to interoperable communications through interagency cooperation.

**Telecommunications Training and Outreach Coordinator**

This position promotes the mission and vision of the Integrated Public Safety Commission through actions and interpersonal skills and promotes teamwork and a positive work environment within the agency. By creating and strengthening partnerships between local, state and federal public safety professionals, agencies and associations this position is key to the successful public safety communication.

**This position will be assigned a state vehicle and equipment.  Home base will be employee’s home address but statewide travel will be required with some overnight assignments.  In the event  that you have to travel overnight all travel accommodations are covered by the agency including per diem for food.**

**A day in the life**

The Training and Outreach Technician represents IPSC through working relationships between local, state and federal public safety agencies to further the mission of interoperable communications. Responsibilities include attending local, district and regional communication meetings to serve as a public safety communications subject matter expert, to address local concerns and needs, and to gather information for reports and plans. Work is generally performed in a standard office environment and significant in-state travel is required. Work may require light lifting and physical effort. Occasionally work will require weekend, and/or evening hours. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job. Other duties may include:

* Assists with state and local implementation of the National Public Safety Broadband Network (FirstNet).
* Provides public safety communications system training to including land mobile radio, data sharing, and public safety broadband.
* Supports the initiatives in the Statewide Communications Interopability Plan (SCIP)
* Supports and participates in the planning, training and implementation of the Communications Unit (COMU).
* Maintains contact with and provides information about agency missions and goals to elected officials.
* Assists local agencies with communication plans and procedures.
* Provides communications information and capabilities for inclusion in state-level emergency response plans
* Supports and participates in response & recovery initiatives including but not limited to Emergency Operations/Emergency Support Function 2 (ESF-2) and Communications Unit (COMU).
* Creates and curates content (images, video and written) on the agency’s social media platforms.
* Develops training and outreach materials and packets and schedules outreach and training presentations
* Assists in troubleshooting various communication related issues with IPSC team members and vendor partners.
* Perform other duties as assigned.

**What we're looking for**

Employee interacts with a wide range of personnel within our agency, other state, county, and local agencies, and outside contractors to ensure security and daily operation of the Indiana State P25 800 MHz System. Strong written and verbal communication skills are essential. Employee must be able to tactfully gain information and cooperation from co-workers, vendors and customers to assist with cooperative problem solving.

* High school diploma or equivalent.
* Background in public safety (emergency management, dispatch/911, fire, law enforcement, EMS, etc.) is preferred
* Broad knowledge of current and emerging public safety communications systems, technology, and equipment
* Strong oral and written communication skills, including the capacity to write clear and compelling program related materials
* Exceptional telephone manner, customer service and active listening skills
* Ability to present and explain complex concepts to diverse groups of people
* Ability to communicate and interrelate with non-technical personnel, technical support services and vendors.
* Well organized, with good administrative skills, including proficiency in Microsoft Office products
* Ability to secure and maintain any and all required certifications and licenses
* Must have a valid Indiana driver’s license
* Ability to travel overnight and work odd hours when necessary
* Ability to work as part of a team or as an individual depending on the assignment
* Ability to be self-motivated and to work independently and often unsupervised
* Ability to maintain communication with key local, county and district public safety professionals and elected officials.
* Maintain state-provided vehicle in a clean and orderly condition for work-related transportation