



Program Specialist II – PSAP Training Coordinator
3702 Loop 322
Abilene, TX 79602

Program Manager II Class Code 1571 Salary Group B18 Salary Range \$45,521 - \$71,055

Job Description

Performs moderately complex (journey-level) consultative services and technical assistance work for regional 9-1-1 emergency communications and Public Safety Answering Point (PSAP) operations. Work involves planning, coordinating, implementing, and evaluating regional training programs, assisting with technology deployments, and ensuring compliance with Texas Commission on State Emergency Communications (CSEC) standards across eighteen (18) regional PSAPs. Works under general supervision, with limited latitude for the use of initiative and independent judgment.

ESSENTIAL DUTIES

The essential duties for this position include but are not limited to the following performance measures:

Training Program Coordination

- Plans, schedules, coordinates, and administers regional 9-1-1 training programs, including the Basic Telecommunicator Licensing Course (BTLC) and specialized professional development.
- Manages the regional training management system (Learning Stream), overseeing course creation, registration, attendance tracking, evaluations, and certification issuance.
- Coordinates logistics for training events, including instructors, facilities, equipment, travel, and instructional materials.
- Maintains comprehensive training records and documentation in full compliance with CSEC and Texas Commission on Law Enforcement (TCOLE) standards.

- Assesses regional educational needs, recommends new course offerings, and promotes training opportunities to PSAP administrators and regional emergency services personnel.

PSAP Operations & Compliance

- Serves as the primary operational liaison and resource for 18 regional PSAPs.
- Conducts annual PSAP monitoring evaluations to assess compliance with CSEC rules, operational standards, and policy guidelines.
- Provides operational guidance and technical assistance to PSAP leadership; assists agencies in developing and executing corrective action plans for identified deficiencies.
- Assists PSAP administrators with day-to-day operational issues, regional service interruptions, and emergency incident support.

Technology & Systems Implementation

- Coordinates the deployment, user administration, and ongoing operational integration of regional 9-1-1 technologies (e.g., RapidSOS Unite, call-handling systems).
- Plans and conducts initial onsite and refresher software/hardware training for PSAP personnel.
- Evaluates emerging public safety software, equipment, and technical solutions; assists with vendor demonstrations and technology replacement projects.

Policy & SOP Development

- Researches, develops, and updates standardized operating procedure (SOP) templates, operational guidelines, and Emergency Medical Dispatch (EMD) protocols for regional use.
- Formulates cybersecurity operational guidance and ensures regional policies align with changing CSEC requirements and industry best practices.

Regional Liaison & Administrative Support

- Organizes, facilitates, and prepares agendas/materials for regional PSAP supervisor meetings, stakeholder workgroups, and vendor sessions.
- Represents WCTCOG at statewide conferences, committee meetings, and professional association events.
- Assists with program budget planning, operational calendars, and regular progress reports for management and state partners.

Qualifications

Education & Experience

- Graduation from an accredited four-year college or university with major coursework in public administration, emergency management, criminal justice, or a related field is preferred. (*Relevant*

operational, administrative, or supervisory experience in 9-1-1 operations, emergency communications, or public safety administration may substitute for the required education on a year-for-year basis.)

- Minimum of two (2) to three (3) years of experience in emergency communications (9-1-1 PSAP operations), training program coordination, or regulatory compliance support.

Knowledge, Skills & Abilities

Knowledge of:

- Operations, policies, and technologies within public safety emergency communications (9-1-1).
- CSEC rules, TCOLE standards, and regulatory compliance practices.
- Adult learning concepts, instructional design, and training administration.
- Apple/Mac operating systems and standard office productivity software.

Skill in:

- Program planning, project management, and operational problem-solving.
- Developing clear written policies, SOPs, and instructional materials.
- Effective verbal and written communication, public presentations, and group facilitation.

Ability to:

- Coordinate complex regional initiatives across multiple independent local agencies.
- Analyze operational issues, identify root causes, and recommend practical solutions.
- Establish and maintain effective working relationships with agency leaders, state officials, and vendors.
- Travel throughout the WCTCOG region (and occasional out-of-region travel) as required. The position is primarily office-based when not traveling.

REGISTRATION, CERTIFICATION, OR LICENSURE

- TCOLE Instructor License (*preferred*).

Equal Opportunity Employer

WCTCOG is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status