OPS ADMIN

Join LETA 911 in supporting mission-critical 9-1-1 systems



- Full-time • 40 hours/week
- Hiring salary: $95,000
- In person: 4867 Venture Dr, Johnstown, CO 80534

LETA 911

MAKE AN IMPACT IN THE COMMUNITY

Ops Admin | LETA 911



WHAT YOU'LL DO

- Recommend and/or deliver appropriate training or development programs
- Support organizational needs during emergency events. May require after-hours support.
- Support and attend public safety fairs, as well as community forums, and other community meetings as requested.
- Perform customer service duties for LETA
- On-call hours required on a rotating basis, roughly 1 week a month.
- Participate in special projects as assigned.
- Design, develop, and present training for employees in LETA's partner organizations.

WHAT YOU BRING

- High School Diploma or GED
- Bachelor's degree preferred
- 3 years of experience in 911
- IAED Certification
- CPR Certified
- ETC-I Certified, or within 1 year
- ENP Certified, or within 1 year
- CJIS Clearance
- Drug & Alcohol Free
- Valid Driver's License

KEY AREAS

- PSAP Technology
- PSAP Support
- Public Education
- LETA Tools
- Day-to-Day
- Emergency Alerting
- EOC Involvement
- Additional Opportunities

A Look at the Work We Do

Advancing 911 technology and systems that protect our community.



PSAP TECHNOLOGY

Tools within the PSAP that are funded by LETA, are also managed by LETA.

LETA provides the following technology within the PSAPs:

- VIPER - Call Processing Equipment
- AXS - Motorola Radio Consoles
- ProQA / AQUA
  - IAED Tools
- Prepared Live / Axon911
- RapidSOS
- Voice Logger / Recorder
- NICE
- Emergency Alert Systems
- Everbridge
- Rave
- Vexcel

PSAP SUPPORT

LETA Operations is included in the on-call rotation at LETA.

LETA provides 24/7/365 support to all 6 PSAPs.

On-call support for the PSAP includes troubleshooting issues on any LETA technology, sending emergency alerts on behalf of the PSAP, or preparing the LETA Back Up PSAP for use.

PUBLIC EDUCATION

LETA Operations will attend public education events to share information about LETA, NOCOALERT, and 911 within LETA's jurisdiction.

Public Education events are key in strengthening community trust. These events allow citizens to ask questions about 911 and how LETA impacts their community directly.

These events could be anything from a booth at a government partner's event, attending schools to talk about 911 to kids, or attending evacuation drills to ensure citizens are prepared if/when they receive an evacuation alert.

LETA 911 MISSION

To serve as the vital link between our community and lifesaving resources in Larimer and Jackson Counties. 9-1-1 is not a job, it's a responsiblity to our community and partner agencies.

LETA 911

A Look at the Work We Do

Advancing 911 technology and systems that protect our community.



LETA TOOLS

LETA Operations Tools and Applications:

- Everbridge
- Text Request
- VIPER
- NICE
- Canva
- First Due
- ECaTS
- ReachWell
- DeafLink
- Zapier
- ProQA - EMD
- AQUA
- AXS Radio
- Axon911 / Prepared Live
- RapidSOS

DAY-TO-DAY

Day-to-day tasks include but are not limited to:

- **Check functionality of responsible tools and applications**
- **Create training material regarding tools/applications**
- **Troubleshoot tickets that come in from government partners**
- **Respond to citizen inquires**
- **Bring innovation to the team**
- **Attend State/Federal Committee meetings**
- **Stay up to date on State/Federal legislation and rules**
- **Handle 911 misroute corrections**

EMERGENCY ALERTING

- **LETA has alerting authority in Larimer County, Jackson County, and the Windsor-Severance Fire District. LETA's emergency alert system has been branded as NOCOALERT.**
- **LETA Operations is responsible for managing and maintaining data with the emergency alerting platforms.**
- **Additional information can be found at www.nocoalert.org.**
- **LETA Operations provides monthly training to all emergency alert senders in the system. Operations is responsible for ensuring compliance of training for the senders within the system as well.**

NOCO® ALERT

EOC INVOLVEMENT

If an Emergency Operations Center (EOC) is activated at any of LETA's government partners, LETA will:

- **provide assistance to PIOs**
- **coordinate use of LETA resources to deploy out in the field to responders**
- **share information within the emergency alert platforms that may be useful to responders that citizens have self-reported.**

ADDITIONAL OPPORTUNITIES

Additional opportunities include but are not limited to:

- **Project Management**
- **State/Federal Committee Involement**
- **Legislation Involement**
- **Attending Conferences**
- **Compact Rapid Deployable (CRD) Training and Deployments**
- **Instructor Certifications**
- **Being a part of an amazing team!**

LETA 911 VISION

Always here, always ready. LETA will be among the best in the nation for efficient use of public resources, effective deployment of evolving technology, and delivery of innovative 9-1-1 services.

LETA 911
Larimer Emergency Telephone Authority

ALWAYS HERE.
ALWAYS READY.

LETA 911

Position: Operations Administrator

Reports to: IT/Ops Manager

Work location: LETA, 4867 Venture Dr, Johnstown, CO 80534

Schedule: Full-time, generally standard business hours. On-call on a rotation, roughly one week a month.

Employment status: Exempt

In-person work: This is an in-person position. Not a remote or hybrid position.

APPLY

Submit all required documents in PDF format to LETA HR at **hr@leta911.org**

Cover letter: no more than 1 page

Resume: no more than 2 pages

Completed and signed application: **leta911.org/careers**



LETA 911 VALUES

LETA IS COMMITTED TO PROVIDING EXCELLENT 9-1-1 TO THE LARIMER AND JACKSON COUNTY COMMUNITIES THROUGH INTEGRITY, LEADERSHIP, AND ACCOUNTABILITY.