

<b>POSITION TITLE: 9-1-1 Technology Solutions Manager</b>
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### **POSITION SUMMARY**

The Solution Manager is expected to have experience in traditional and next Generation 9-1-1 concepts, technical solutions and related product management. The Solution Manager serves as the product lead for SaaS solutions and is responsible for requirements collection/management and the over-all design, development, integration, testing, documentation, configuration control and maintenance of the solution. The Solution Manager will support business development activities and assist with pilot projects as required and will contribute to shaping and maintaining the company's Quality Management System. The Solution Manager may be expected to present with other colleagues or partners to at industry conferences.

### **POSITION REQUIREMENTS**

Technical Work experience:

- Over five (5) years of demonstrated work experience in building or managing 911 products.
- Knowledge of and/or expertise in the following areas:
  - ALI database design and operations.
  - MSAG database design and operations.
  - OSP/Telco SOI record processing.
  - ADR implementation related to ALI/MSAG/NG9-1-1 interfacing.
  - LIS, LDB, LVF, ECRF, MCS, and GCS functionality theory and design.
  - Selective Router functionality and configuration/provisioning practices.
  - Forest Guide theory.

General Work experience:

- Using Microsoft Office products and other software tools to organize/analyze data and communicate information, including diagramming with PowerPoint or similar tools.
- Creating technical write-ups for products and/or services, including developing and managing technical documentation for applications.
- Reviewing and creating technical responses for RFPs in the areas of your expertise.
- Understanding and following instructions in English.
- Communicating effectively in written and oral English.
- Performing work within established procedures without supervision.
- Managing teams producing high quality outputs in a timely fashion.
- Managing project team focus when working under time constraints.
- Demonstrating strong attention to details.
- Demonstrating strong analytical and problem-solving skills.
- Working effectively with your team.

Physical requirements:

- Able to sit for long periods of time at a computer workstation
- Visual acuity to perform computer work.
- Able to travel for work as directed with appropriate company reimbursement.
- May be required to work at contractor site for periods of time.

Education requirements:

- Relevant degree or accreditation with focus on data, database administration or software development with at least 5 years of actual work experience in this area, or an equivalent combination of education and experience.

Security requirements

- U.S. citizenship
- Must be eligible to obtain a DoD security clearance.

Preferred experience:

- Educating on and providing geospatial database solutions to government, business partners, consultants, and other customer representatives as assigned.
- Implementing process improvements consistent with ISO 9001:2015 or similar standards.
- Experience in one or more of the following organizations is desirable:
  - NENA
  - APCO
- NENA ENP, SCRUM and other relevant work accreditations are a plus.

## **POSITION DUTIES/WORK RESPONSIBILITIES**

### Technical Knowledge

- Detailed knowledge of the 1SMS technology.
- Critical analysis skills to determine customer requirements, constraints and workflow and develop project plans that work within those to meet customer expectations.
- Coaches and trains customers on how to use the product in their environment.
- Provide suggestions and advice on specific areas of functionality for products.

### Solution Quality Assurance

- Identify gaps, obvious errors and potential inaccuracies in data, requirements or designs and raises these concerns with Project Team lead when found.
- Perform Peer Reviews/quality checks on deliverables to ensure the team meets customer quality goals.
- Work with test team to specify test designs, test cases and perform testing with sample/live data.

### Planning and Management

- Manage team tasking/resources for what needs to be done within agreed timeframes.
- Perform work in a manner that satisfies customer requirements in the areas of a) quality, b) schedule, c) cost.
- Anticipate problems and offer solutions.
- Responsible to ensure customer requirements are fulfilled on-time and within budget.
- Responsible to provide technical input for potential customer responses.

### Communication

- Collect and provide regular solution status reporting to management on progress on assigned work, problems that require resolution to meet customer requirements and plans to complete remaining work. Recognize when assistance is needed, and seek timely guidance on complex problems or unexpected project developments.
- Complete daily time reports, accurately reporting hours worked and utilizing correct job codes.
- Write clear, concise reports required as part of a project deliverable.
- Document work to the level of detail required for the project in accordance with 1Spatial Inc.'s Quality Management System (QMS).

#### Maintains Quality

- Comply with the requirements of the company's documented quality system and contribute to the success and continuous improvement of the program.
- Understands how the products/data will be used by the customer, considering the applications and technology used with the customer's organization.

#### **OTHER RESPONSIBILITIES**

One or more of the following responsibilities may be assigned:

- Provide training or assistance to fellow employees.
- Undertake marketing and promotional activities.

#### **WORKING CONDITIONS**

Work is to be conducted in the 1Spatial office in Vienna, Virginia or in successful applicant's home office, using a **1Spatial** provided secure computer with other peripherals as agreed upon to be necessary (e.g. a dedicated monitor if needed). Depending on workload, flexibility in work schedule. Occasional work-related travel (e.g. for customer, conference, or company meetings) may be necessary. A cell phone provided by **1Spatial**, or a personal cell phone (supported by 1Spatial mandatory communication and security applications), is required.