



Warren County · Ohio

March 2019 for County Coworkers

# TELECOMatters

our monthly newsletter of things that matter. all things Telecom.

## powered by



who's going to join us?  
[www.co.warren.oh.us/county/jobs](http://www.co.warren.oh.us/county/jobs)

## Warren County · Ohio

## Telecom Actively Seeks a Data Technician I

Know a team-centric person skilled in computers & interested in public safety?

## Send them our way!

WARREN COUNTY COMMISSIONERS  
POSITION DESCRIPTION

Page 1 of 3

Position Title: Data Technician 1  
Class Title:

Department: Telecommunications  
Reports To: Task Unit Supervisor  
Pay Range: #18  
Probation: 180 Days  
Work Hours: 8:00 A.M. to 5:00 P.M.

FLSA Status: Non-exempt  
Civil Service Status: Classified  
Employment Status: Full-time  
Lunch: Unpaid

**JOB RESPONSIBILITIES:**

Under general direction, oversees and installs, programs and repairs mobile radio systems, mobile data computers, and associated telecommunications equipment; complete setup and installation of software necessary for mobile computers.

Ensures operability and compatibility required to make mobile data computers functional. Maintains relations with Political Subdivisions; operates, instructs and informs users on proper usage and system status mobile data network; maintains maintenance history records and computer system moves and changes database; performs other related duties as assigned.

**QUALIFICATIONS:** Any combination of training and work experience, which indicates possession of the skills, knowledge and abilities listed above. An example of an acceptable qualification for this position is:

Completion of secondary education or its equivalent and (2) years experience in electronic systems maintenance, or equivalent combination of training and/or experience which evidences and knowledge of electronic system maintenance and operation; to include but not limited to: electronic test equipment, microprocessor control systems, cellular data systems, public safety communications systems.

Proficient in wireless radio frequency networks. Expert in using Microsoft Windows operating system of all versions. Proficient with Microsoft office products. Ability to troubleshoot networks and mobile computing hardware and software. Ability to assess and implement required backup procedures.

Exposure to MS-DOS, Microsoft Windows 10, Microsoft Server 2016, Microsoft Powershell, Linux, JSON and newer, various Network Sniffers. Protocols include TCP/IP, Ethernet, SNMP.

1. Receive Message 2. type 'Confirm' 3. Send

Msg ID: 1676499\_1  
This is what you will see when your road crew is called out.  
Sent by 4T52 Thu Feb 14 15:55:17 2019 Confirm Refuse

Confirm

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Confirm

**Road Crews!** To date, dispatch has called each of your personnel by phone when called out for adverse weather / trees down / etc. Going forward, dispatch will text message and/or email you with the ability for you to reply CONFIRM or REFUSE. CONFIRMING stops the escalation call-out procedure, indicating that you're acknowledging the callout and acting on it. REFUSING tells the software to try the next person in your callout list until someone eventually CONFIRMS.



# Desk Phone Tips & Tricks: Assign your Identity to a Phone

Working in the conference room all day? Splitting time between two offices? Need to evacuate?

1. Press Voicemail button



2. Press Call VM



3. Press Pound Sign then Enter your Extension



4. Enter your VM password then press Pound Sign



5. Press 7 to change mailbox options



6. Press 3 to reassign your extension



7. Press 1 to assign your extension to this phone



8. Phone Takes your Identity (Geezer in this case)



# #TCKudos

To: Joe Newton Dept: Clearcreek Fire District  
From: Justin Buehler Date: 02/11/2019

Thank you for...  
Over the last several months I have worked with Joe to create a QA/QI system to review the EMS service requests for our department. Working with Joe has been a pleasure. He is professional, courteous and without a doubt a true technical expert! With Joe's guidance we have been able to create a system of review that saves time and money in the billing process, and also identifies areas for training. This type of program will help to save lives now and in the future. Thanks for all you do Joel We look forward to working together as the program grows.

To: Joshua Moyer Dept: Telecom  
From: Gary Estes Date: 2019.02.15

Thank you for...  
being open with me about everything, being a Leader in Project TriTech, being part of Team Telecom.

To: David Shiverdecker Dept: Telecom  
From: Gary Estes Date: 2019.02.15

Thank you for...  
driving into TriTech, providing options with to our customers that span gaps the vendor should not have. #MakingUsProud.

To: Rhonda Bernard Dept: Telecom  
From: Gary Estes Date: 2019.02.15

Thank you for...  
For being a Leader in the Project and the lunch during the all day Project Central Square (TriTech) was a special, touch.

To: Paul Bernard Dept: TeleComm  
From: Jesse Madden Date: 02/15/19

Thank you for...  
Working tirelessly and spending many hours getting the Call Outs - Public Works & Road Crews Project completed. Your hard work has not gone unnoticed and is greatly appreciated.

To: Kathleen Farmer Dept: WCSO  
From: Gary Estes Date: 2019.02.15

Thank you for...  
Partnering with Telecom - the lunch during the all day Project Central Square (TriTech) was a special, touch.

To: Geezer, Mike, Jimmy, Dan Dept: Telecom  
From: Dustin Date: 2/22/19

Thank you for...  
Excellent work on the Mental Health building, from planning to execution; to get them on the new Mitel phone system. With it being building a very difficult building to deploy to, the work done looks great.

To: Becky Trovillo Dept: Telecom  
From: Kristy Oeden Date: 2-12-19

Thank you for...  
Thanks For working hard to organize our monthly Department Lunches. We appreciate you.

TELECOM

### 14 County Phone System

1042 users with 774 voicemail boxes generated 1,472,627 phone calls, totaling 66,705 hours.

We cut over DIDs (Direct Inward Dialing) for all phone users from Level3/Comcast to Windstream. This saved money and improved redundancy/reliability. Notable updates were there to correct typos and damage which was possible only after repairing buildings, and to correct typos on the phone numbers.

### Partnerships

**Warren County Center**  
Telecom reprogrammed old public safety radio codes at the Center for high school and adult education training programs. Leaving to our partnership with quality job candidates to come out of the County.

**Warren County Engineer's Office**  
We worked together with their staff to pull drops and program their office systems for the new shoreTel/Mitel phone system.

### Dispatch Center Support + Technology

**Mapping**  
Telecom received parcel, utility, and building footprints, and updated city boundaries. We then began it up for the purpose of public safety response needs to create the mapping data for the GIS system. This data will be used for the GIS system to create the mapping data for the GIS system. This data will be used for the GIS system to create the mapping data for the GIS system.

### From Director Kindell

Serving Warren County since 2009

2018 was the year of Telecom and partners stepping in and stepping up to get the job done. We find, more and more, that the quality of our vendors is degrading. We are dealing with missed deadlines, broken promises, quality issues, interrupted services, investment billing, no follow through, and slow project completion at an alarming rate. Vendors just don't seem to care if you are satisfied with their products and services. Telecom is spending an inordinate amount of time keeping the pressure on vendors just to ensure they fulfill their promises.

Telecom, as much as possible, bridges the gap for our customers to get alternate services and equipment to keep most services functioning. We are continuing to reduce or eliminate possible single-points-of-failure. We are continuing to reduce or eliminate possible single-points-of-failure. We are continuing to reduce or eliminate possible single-points-of-failure.

Telecom is proud to deliver high tier systems. We strive to be the best in the industry. We strive to be the best in the industry. We strive to be the best in the industry.

# Annual Report 2018

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### 28 Community Management

18 issues of TELECOMat

10 Technical Bulletins covering Electronic Patient Care, Dispatcher Audio, and Google 9-1-1 Coordinates.

4 new videos regarding Emergency Button, Open 10, and more.

Warren County Telecommunications Department | Annual Report 2018

### Going Above & Beyond

**Christmas Child Sponsorship**  
Telecom is proud to be a part of the Christmas Child Sponsorship program. We are proud to be a part of the Christmas Child Sponsorship program. We are proud to be a part of the Christmas Child Sponsorship program.

**#ChristmasChallenge2018**  
Our 2nd annual Christmas Challenge was a huge success. We are proud to be a part of the Christmas Challenge. We are proud to be a part of the Christmas Challenge. We are proud to be a part of the Christmas Challenge.

### Partnerships

Warren County is a leader in great technology solutions for the 110+ users of the Warren County Emergency Communications Center (ECC), Emergency Management Agency (EMA), and Emergency Operations Center (EOC).

**Warren County Facilities Management**  
Telecom's office has never looked better thanks to the hard work by Facilities Management. We are proud to be a part of the Facilities Management team. We are proud to be a part of the Facilities Management team. We are proud to be a part of the Facilities Management team.

**Warren County Sheriff's Office (Jail Management System)**  
Telecom is not needed with the current JMS but when you go live on the Warren County Jail and Jail Management System, we will be there to support you. We will be there to support you. We will be there to support you.

**Warren County Information Technology**  
Telecom and IT was at an all-time high in 2018. We coordinated on build projects like the Warren County Jail and Jail Management System, and IT was also integral in the roll-out of our Information Technology. We are proud to be a part of the Information Technology team. We are proud to be a part of the Information Technology team. We are proud to be a part of the Information Technology team.

### VZW Phone Stats

66 new, 48 replaced, 132 upgraded, 307 accessories, 37 cancellations.

After years of being the main county switchboard operator, we partnered with the Office of Management and Budget to share the responsibility to share the responsibility. We now answer the switchboard on Mondays, Wednesdays, and Fridays which averages 50 calls per day.

Our Community Manager conducted 13 classes for 47 coworkers.

704 work orders were processed by SSI related to Cellular, Mobile Data, and Public Safety's usage of our VZW accounts. This included account changes (data plans, hotspot, removal/addition of an employee), accessory purchases (cases, screen protectors, chargers), phone purchases (three upgrades, replacements for damaged phones, new lines), etc.

County Coworker Equipment: Tablets, 100; iPhones, 67; Mifi, 18; Smartphones, 299.

### Dispatch Center Support + Technology

**Workstations**  
Telecom worked in the Communications Center, Emergency Services, and Emergency Management Agency (EMA) to update the physical infrastructure in a building that was built in 1970. We are proud to be a part of the Workstations team. We are proud to be a part of the Workstations team. We are proud to be a part of the Workstations team.

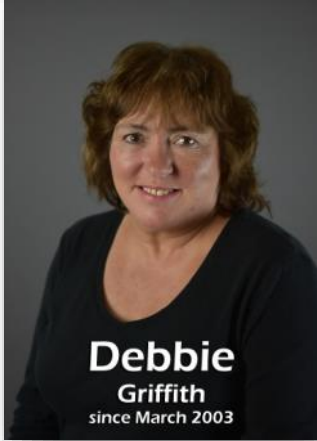
**Simple Network Paging Protocol**  
Simple Network Paging Protocol (SNPP) is a new protocol that allows for more reliable and more secure paging. We are proud to be a part of the Simple Network Paging Protocol team. We are proud to be a part of the Simple Network Paging Protocol team. We are proud to be a part of the Simple Network Paging Protocol team.

**Wireless Communication Transfer Protocol**  
Wireless Communication Transfer Protocol (WCTP) is a new protocol that allows for more reliable and more secure communication. We are proud to be a part of the Wireless Communication Transfer Protocol team. We are proud to be a part of the Wireless Communication Transfer Protocol team. We are proud to be a part of the Wireless Communication Transfer Protocol team.



**Continuing Ed** Applications Analyst, Joshua Moyer recently attended the *Programming in C#* class to expand his knowledge of code and programming within the new Central Square (TriTech) Inform CAD System. This will allow him to create custom programming including new powerlines for Warren County Emergency Services Dispatchers and custom interfaces between our new CAD System and our customers.

Anniversary



Need telephone support? Discontinue emailing [telephone@wcoh.net](mailto:telephone@wcoh.net) and START emailing [help@wcoh.net](mailto:help@wcoh.net) which automatically generates a help ticket.

Call Jess (x2436) to see if your county cell phone is eligible for a FREE upgrade!

# Team Member Spotlight



Garrett "Geezer" Wilson  
Telephone Systems Supervisor *10 years of service*

I Chose to Work for Telecom because...  
*I like the work and it's close to home. It's a good atmosphere and chemistry of people.*

What I Like About Working for Telecom / the County is...  
*the people (here at Telecom and other county employees,) when we complete a task, and making people happy. You will learn something new every day here.*

My Job Duties include...  
*Ensuring the Infrastructure (formerly Telephone) team performs all of our duties whether it be programming a new phone, answering the switchboard, cell phones, billing. We respond to help tickets, run data and phone lines, keep 911 phones running. We maintain phone switches and the UPS backup power to these switches on and off campus. We do everything from simple tasks like replacing handset cords to technical tasks like programming and installing new phone switches.*

