

ANNOUNCING AN EXCELLENT
CAREER OPPORTUNITY

9-1-1 Information Technology Manager

Help shape the future of emergency communications in a dynamic, values-driven organization.





The Opportunity

NORCOM (North East King County Regional Public Safety Communication Agency) is seeking a collaborative and mission-driven leader to join our team as IT Manager. This critical leadership role oversees the daily operations of NORCOM's technology systems and plays a key role in service delivery, workforce development, cybersecurity, and continuous improvement.

The IT Manager reports to the Deputy Director and leads a team of IT professionals in delivering secure, reliable, and effective technology support for public safety operations. With a strong foundation in public safety IT systems, the successful candidate will foster innovation, uphold performance standards, and cultivate a supportive, accountable team culture.



Operations and Infrastructure



NORCOM is a consolidated, regional public safety communications center serving police, fire, and emergency medical service providers in northeast King County. Operational since July 1, 2009, NORCOM is located on the 7th floor of Bellevue City Hall and recently completed a full console upgrade—creating a modern, functional, and inviting workspace for our dedicated team.

As a 911 Public Safety Answering Point (PSAP) and Dispatch Center, NORCOM supports 14 fire agencies and 8 law enforcement agencies, covering over 600 square miles with an estimated population of 700,000. Our center answers approximately 365,000 incoming calls each year and dispatches around 237,000 incidents for police, fire, and EMS response.

We operate using state-of-the-art systems, including Tyler Technologies CAD, the Viper phone system, and robust communications infrastructure to ensure reliability and responsiveness. NORCOM also maintains a fully equipped backup center in Redmond, ensuring uninterrupted service during emergencies or planned outages.

NORCOM is guided by its Core and Cultural Values, applying them across all internal departments—communications, administration, and technology—and in all interactions with stakeholders.

North East King County Regional Public Safety Communications Agency

P.O. Box 50911 • Bellevue, WA 98015-0911 • Phone 425-577-5700 • FAX 425-577-5701 • www.norcom.org



NORCOM Vision

NORCOM strives to be a reliable and resilient regional leader in public safety communications, serving the wellbeing of our communities.

NORCOM Mission

We are caring and trusted servants when every second counts.

Core Values

- Deliver Excellent Service to the Public: We shall meet all regional and national standards in the delivery of public safety communications services. Be Outstanding.
- Provide a Good Value: We will provide effective service while using resources wisely. Be efficient.
- Customer Service: We shall provide the best possible service to the public, to member and subscriber agencies, and to other public safety service providers. The Agency shall actively listen to customers, anticipate their needs, and exceed their expectations. Be Responsive.
- Participatory Governance: We will give all participating agencies, whether principals or subscribers, a meaningful voice in the operating decisions of the Agency. Agency employees shall be treated with respect and empowered to contribute to the success of the Agency. We will make decisions by consensus whenever possible, involving all parties. Work Together.
- Promote Interagency Collaboration, Communication, and Interoperability: We will operate in ways to enhance and promote these values by working for the good of everyone, not just for those served by our Agency. We will be good neighbors. Be Open.
- Consider the Future: We will continuously identify public and customer service needs and changes in the public safety environment. We will be willing to bring in new partners or assume new responsibilities over time, if doing so is consistent with the Core Mission. Be innovative.

Cultural Values



COOPERATIVE; I commit to working cooperatively toward a common goal.

ACCOUNTABLE; I commit to being held accountable and taking personal responsibility for my words and actions.

RESPECTFUL; I commit to showing respect to all people I come in contact with.

EXCELLENT; I commit to striving for Excellence in my work, word and deeds.

SUPPORTIVE; I commit to be supportive of those I work with and for.



The Position

The IT Manager ensures the effectiveness and consistency of NORCOM's technology operations. This role provides leadership, strategic coordination, and staff supervision in support of NORCOM's mission. Serving as a key operational leader, the IT Manager bridges day-to-day IT support and project delivery with NORCOM's long-term goals. The IT Manager oversees service delivery, ensures adherence to cybersecurity and performance standards, and leads a team focused on continuous improvement, workforce development, and operational excellence.

In the near term, key areas of focus for this position include:

- Implementing technology strategies emerging from NORCOM's current strategic planning process.
- Building staffing, costing, and billing models to expand IT services provided to partner agencies.
- Exploring and implementing methodologies, AI and other technologies, training, and process improvements to enhance efficiency, reduce workload, and strengthen employee retention and engagement.

The IT Manager must be able to lead change thoughtfully and confidently within a team that may be hesitant to embrace it. It is essential that the IT Manager builds trust, communicates clearly, and demonstrates how change can lead to meaningful, positive results.

This role requires a high level of interpersonal skill and professional discretion, as the IT Manager regularly engages with internal staff, public safety partners, and other stakeholders on sensitive, operational, and strategic issues.

Key Responsibilities

Operational Oversight

- Oversee all IT operations and support functions of the Agency.
- Ensure effective planning, organization, scheduling, and prioritization of workloads.
- Develop, review, and implement IT policies and procedures.
- Ensure cybersecurity resilience and compliance with standards.

Leadership & Supervision

- Supervise and evaluate IT staff, including Service Desk, Network, and Applications teams.
- Define and delegate authority; recommend personnel actions consistent with labor contracts and policies.
- Approve employee leave and manage scheduling and Paid Time Off (PTO).
- Provide mentorship and performance coaching.

- Appropriately delegate tasks and support staff development.

Team & Culture Development

- Foster a collaborative, bias-free, and inclusive workplace.
- Lead team development efforts to strengthen skills, resilience, and engagement.
- Support NORCOM's mission, vision, and CARES values (Cooperation, Accountability, Respect, Excellence, Support).

Labor & Agency Relations

- Act as a liaison to customer agencies and represent the organization professionally in internal and external forums.
- Build and maintain strong partnerships with police, fire, and municipal stakeholders.
- Collaborate with leadership and agency partners to identify technological needs and ensure responsive support.

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- Communicate effectively with agency representatives to align IT projects and support with operational priorities.
- Ensure that NORCOM's IT services remain reliable, innovative, and supportive of partner agency missions.

Other Duties

- Bachelor's degree in Information Technology, Computer Science, or related field; advanced degree preferred.
- 7+ years of progressive IT experience, with at least 3 years in a management or leadership role.
- Experience initiating, building, selling, and/or growing the offering of Information Technology support services is strongly preferred.
- Experience working with AI preferred to include; implementing AI assisted solutions in an enterprise environment, developing and refining prompts for LLMs to support operational tasks, familiarity with AI governance principles, data security, model limitations, model training, GANs, and responsible use frameworks.

- Perform special projects or duties as assigned.
- Provide operational support during critical incidents or emergencies.

Required Experience and Education

- Demonstrated experience building or expanding IT teams or departments.
- Strong background in public safety IT systems (CAD, RMS, radio, network, cybersecurity).
- Experience developing budgeting, billing, and cost recovery models.
- Excellent leadership, communication, and relationship building skills.
- Ability to work in a high-stakes, 24/7 mission-critical environment. Incumbent may be required to respond to the needs of the Communication Center regardless of external weather or other emergency factors inside and outside of regular work hours
- AI related certifications or training preferred.
- Must be able to rapidly self-transport from NORCOM to an emergency or backup facility without notice if an emergent situation arise.

Why NORCOM?

NORCOM serves as the 911 hub for Northeast King County, providing critical communications and technology support to first responders and the community. We are dedicated to our mission of being caring and trusted servants when people need us most. As IT Manager, you'll have the opportunity to shape the future of public safety technology for our region.

NORCOM provides a highly competitive compensation package commensurate with experience and qualifications. The salary range is \$142,894 to \$168,112. The compensation package also includes the following benefits:

- Annual PTO accrual starting at 192 hours (24 days)
- 11 paid holidays plus 1 floating holiday
- Participation in Municipal Employees' Benefit Trust (MEBT) with an employer match
 - Life & LTD through MEBT
- Retirement- Public Employees Retirement Services (PERS)
- Voluntary Deferred Compensation (457) Plan and Roth plan
- 100% Employer paid employee medical, dental, and vision coverage
- 80% Employer paid dependent medical, dental, and vision coverage

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- Employee Assistance Program through ComPsych
- Additional voluntary benefits are available through Colonial

The Selection Process

If you're excited by the opportunity to join a team of dedicated professionals, lead meaningful change, serve your community and help drive NORCOM toward operational excellence (and organizational awesomeness), we'd love to hear from you.

Applicants should submit the following materials to Human Resources Manager Roky Louie at RLouie@norcom.org:

- Cover letter
- Resume
- Professional references



Qualified applicants will participate in a comprehensive selection process, which may include:

- Panel Interviews
- Background Investigation
- Polygraph Examination
- Psychological Evaluation
- Final Interview with the Executive Director

This position is open until filled.

NORCOM is an equal opportunity employer and values a diverse and inclusive workforce. We encourage all qualified individuals to apply.

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