

Network & Infrastructure Manager

Multi Agency Communications Center (MACC 911)

Moses Lake, Washington (Grant County)

Salary: $125,552.71 – $160,366.83 annually *(Board-approved management salary range)*

Are you a technology leader who wants your work to matter every time someone dials 911? Would you like to run infrastructure for an agency that keeps choosing to be first?

If so, the Multi Agency Communications Center (MACC 911) invites you to apply to become its first Network & Infrastructure Manager.

No background in emergency communications is required. Reporting to the Director and serving as a peer to the Public Safety Systems Manager, this newly created position leads the networks, servers, cloud and identity platforms, cybersecurity, backup and recovery, and critical facility systems behind Grant County's primary 911 center. The Manager supervises the Information Services Technician and treats responsive support to dispatchers as a central obligation of the role.

We're seeking a technically credible, service-oriented leader who is:

- A hands-on troubleshooter with a solid foundation in enterprise networks, Microsoft cloud products, and cybersecurity.
- A builder of stable, documented systems who reduces single points of failure and cross-trains others, including the Public Safety Systems Manager.
- A dependable team leader who develops staff and understands, or is eager to learn, the demands of a 24/7 public safety operation.

Read on to learn more about this rare opportunity to lead technology at one of Washington's most innovative 911 centers.



ABOUT THE COMMUNITY

Grant County, in the heart of Washington's Columbia Basin, is quietly becoming one of the Northwest's most remarkable technology regions. It starts with power: Grand Coulee Dam is the largest hydroelectric power-producing facility in the United States, and Grant County PUD's residential electricity rates are roughly one-third of the national average.

Abundant, low-cost clean energy has drawn data centers from some of the world's largest technology companies, including Microsoft in Quincy. Moses Lake has become a national hub for advanced battery materials, home to Sila Nanotechnologies and Group14 Technologies, and Grant County International Airport serves as a flight-test base for aerospace manufacturers and electric aviation pioneers.

With more than 140 lakes, sand dunes, the Gorge Amphitheatre, and Dry Falls, the county is a natural playground for boating, fishing, hiking, and concerts.

Moses Lake, home to MACC 911, sits on Interstate 90 with easy access to Seattle and Spokane and offers parks, the Surf 'n Slide water park, and the new $225 million Samaritan Hospital, which opened in March 2026. Affordable living and no state personal income tax make the region an attractive place to put down roots.

POPULATION
105,727

MEDIAN HOUSEHOLD INCOME
$73,267

POWER RATES, % OF U.S. AVERAGE
35

STATE INCOME TAX
$0

Tourism CLICK!

History CLICK!

ABOUT THE MULTI AGENCY COMMUNICATIONS CENTER (MACC 911)

Established in 1995 through an interlocal agreement under Washington law, the Multi Agency Communications Center (MACC 911) is an independent governmental entity. Governed by a Board representing its member agencies, MACC operates Grant County's primary 911 answering and dispatch center for law enforcement, fire, and EMS agencies.

MACC has a habit of getting to the future first. In 2023, it became the first agency in Washington to launch Carbyne APEX, a cloud-native Next Generation 911 call-handling platform offering caller GPS location, live video, text-to-chat, and real-time translation. In May 2024, MACC became one of the nation's first emergency communications centers to deploy generative AI for non-emergency call handling, serving as Aurelian's first deployment of AVA, freeing telecommunicators to focus on emergencies. MACC also has dispatchers who routinely work remotely from two states outside Washington.

Guided by the motto "Safety is Our First Priority. Integrity is Our Commitment," MACC emphasizes trusted service, teamwork, and integrity. MACC's mission, vision, and code of conduct are available at https://macc911.org/about/our-mission/.

With a 2027 adopted budget of $9,660,068.71 and 31 authorized positions supplemented by contract staff, MACC is a lean, mission-focused organization in which a single technology leader can make a visible difference in reliability, security, and service to dispatchers.

GOVERNANCE & ORGANIZATION

MACC is governed by a seven-member Board of Directors. Board seats represent the Grant County Commission, the Grant County Sheriff's Office, the largest city, the county's cities and towns, city police chiefs, fire chiefs and commissioners, and the EMS Council.

The Board appoints and supervises the Director and approves the agency budget and governing policies. The Director is authorized to recruit and appoint the Network & Infrastructure Manager within the approved organizational structure.

Core Services

- 911 call answering for Grant County
- Law enforcement, fire, and EMS dispatch for participating agencies
- Non-emergency call handling and online reporting
- Technical services supporting dispatch systems, infrastructure, and facilities

Key Working Relationships

- Director
- Public Safety Systems Manager and Financial Services Manager
- Dispatch Supervisors, Lead Dispatchers, and Dispatchers
- Participating law enforcement, fire, and EMS agencies
- Technology vendors, contractors, and project partners

THE JOB

The Network & Infrastructure Manager is a newly established, full-time, exempt position reporting to the Director and serving as a peer to the Public Safety Systems Manager. The role supervises the Information Services Technician and coordinates vendors, projects, and technical support across MACC's operations.

This is a hands-on leadership role. The Manager will develop a thorough understanding of MACC's network, security systems, and technology needs; strengthen reliability; and ensure dispatchers receive timely, dependable technical assistance. The Manager and the Public Safety Systems Manager will cross-train in each other's areas so critical knowledge never rests with one person, a central objective of MACC's restructuring.

The position is primarily on-site at MACC in Moses Lake, with travel to participating agencies and infrastructure sites as needed and occasional after-hours or emergency availability. Occasional remote work may be possible when duties and operational needs permit, but this is not a regular remote or hybrid position.

The successful candidate will provide operational leadership for:

- Enterprise networks, connectivity, and resilient telecommunications
- Servers, virtualization, and workstations
- Microsoft cloud and identity platforms
- Cybersecurity infrastructure and practices
- Backup, recovery, and disaster readiness
- Facility systems such as access control, CCTV, and HVAC, with vendor support
- Vendor and contractor coordination and technology projects
- Responsive technical support to dispatchers and other personnel



DEPARTMENT FUNCTIONS

The Network & Infrastructure Manager leads MACC's network and infrastructure function within a three-position Technical Services group.

Positions Reporting to the Network & Infrastructure Manager

- Information Services Technician

ORGANIZATIONAL QUICK FACTS

AUTHORIZED POSITIONS

31

(Director, Financial Services Manager, three Technical Services positions, three Dispatcher Supervisors, 22 Dispatchers including four Lead Dispatchers, and one call-taker), supplemented by contract staff

Operations: 24 hours a day, 7 days a week, 365 days a year

2027 ADOPTED BUDGET

$9,660,068.71

KEY INITIATIVES

Over the first two years, the new Manager will be expected to strengthen MACC's technology infrastructure, improve operational efficiency, and ensure reliable technical support for emergency communications. Key initiatives include:

Infrastructure Assessment & Reliability
The Manager will build a thorough understanding of MACC's existing network, security systems, and technology environment, then identify and pursue opportunities to streamline processes, enhance system reliability, and improve service delivery to dispatch personnel.

Organizational Redundancy
Reducing reliance on individual employees is a key goal of MACC's restructuring. The Manager and the Public Safety Systems Manager will cross-train to support each other's systems, and the Manager will cross-train staff and document systems so operations remain resilient.

Cybersecurity
Protecting a mission-critical public safety environment is essential. The Manager will strengthen cybersecurity practices across MACC's infrastructure, applying sound, risk-based judgment to safeguard systems and data.

Microsoft Cloud & Identity
The Manager will support and mature MACC's use of Microsoft cloud technologies and identity management, ensuring these platforms are secure, well-administered, and aligned with operational needs.

Facility Systems
Beyond traditional IT, the Manager will oversee essential facility technologies, including access control, CCTV, and HVAC controls, managing the qualified vendors who provide specialized support. Ultimately, success will be measured by a stable, secure, and responsive technology environment that supports MACC's public safety mission and positions the organization for long-term growth.

IDEAL CANDIDATE

The ideal candidate is a technically proficient, dependable, and service-oriented professional with substantial experience in network administration, IT infrastructure, and technical support. They bring strong knowledge of network systems, Microsoft cloud products, and cybersecurity, and the judgment to oversee access control, CCTV, and HVAC controls with support from qualified vendors. Public safety or other mission-critical experience is highly desirable, but prior 911 experience is not required.

MACC is looking for a hands-on leader who can provide technical expertise, troubleshoot complex issues, improve internal processes, and deliver responsive support to dispatchers and other personnel. This person builds reliable, documented, and supportable systems, delegates effectively, and develops the people around them. Strong communication skills, adaptability, and a clear understanding of the demands of a 24/7 public safety environment are essential.

Above all, the next Network & Infrastructure Manager will demonstrate a commitment to organizational stability, professional growth, and long-term service. Extensive experience in every technical area is not required; candidates should instead offer a solid technical foundation, sound judgment, and a willingness to learn and take on additional responsibilities as the role grows.



EXPERIENCE & QUALIFICATIONS

Required:

- Bachelor's degree in information technology, computer science, cybersecurity, network engineering, information systems, or a related field; relevant progressively responsible professional experience may substitute for formal education on a year-for-year basis
- Five years of progressively responsible professional IT experience involving enterprise network, server, systems, cloud, cybersecurity, or infrastructure administration, including substantial independent responsibility for production systems
- Substantial hands-on competence across multiple enterprise infrastructure domains
- Demonstrated project leadership, vendor and contractor coordination, and sound risk-based judgment
- Commitment to responsive technical service
- Valid driver's license and ability to travel to supported locations
- Eligibility for security-sensitive system access and successful completion of appropriate background screening
- Availability for occasional after-hours or emergency response

Preferred:

- Prior supervisory or management experience; strong technical leaders with substantial project, mentoring, and vendor management experience will also be considered
- Relevant certifications in Microsoft, Cisco, CompTIA, VMware, cloud, cybersecurity, infrastructure, or project management
- Experience in a mission-critical 24/7 setting such as 911, public safety, healthcare, or utilities
- Experience with Azure/AWS, enterprise networking, virtualization, backup and disaster recovery, endpoint management, SD-WAN/telecommunications, and resilient connectivity
- Familiarity with CJIS/ACCESS or other regulated security environments

SALARY & BENEFITS

MACC offers a competitive compensation package and an exceptionally strong benefits program, including fully employer-paid medical and dental coverage for employees and their families.

Compensation
- Salary range of $125,552.71 – $160,366.83 annually
- Longevity pay beginning at 1% of base pay on the sixth anniversary, increasing at five-year intervals
- Choice of a $50 monthly cell phone stipend or a MACC-provided phone
- Discretionary relocation assistance of up to $7,000, as authorized by the Director

Health & Wellness
- Medical: Choice of Group Health POS or Premera Blue Cross PPO, 100% employer-paid for the employee and all eligible dependents
- Dental: Washington Dental Service/Delta Dental, 100% employer-paid for the employee and all eligible dependents, with a $2,675 annual benefit
- Coverage begins 60 days after hire with timely enrollment
- Employer-paid basic life insurance ($15,000 employee; $1,500 dependent)
- Employee Assistance Program with intake and three face-to-face counseling sessions at no cost, plus initial legal and financial consultations
- Optional supplemental AFLAC policies available at employee expense

Retirement
- Washington State Department of Retirement Systems: choice of PERS Plan 2 or PERS Plan 3
- Optional pre-tax deferred compensation plan
- Participation in Social Security

Paid Leave
- Annual leave accruing at 12.67 hours per month during the first five years, with higher accrual thereafter
- Sick leave accruing at 8 hours per month
- 12 paid holidays per year, including one floating personal day
- Five days of management leave annually for exempt employees
- Bereavement leave of up to five days per qualifying occurrence
- Washington State Paid Family and Medical Leave

Other Benefits
- A four-day, 10-hour workweek may be possible, subject to operational requirements
- Occasional remote work when duties and operational needs permit

Join a lean, forward-looking public safety agency where your expertise keeps the lifeline between Grant County residents and their first responders strong, secure, and always on.

HOW TO APPLY

Apply Here 

For more information on this position, contact:
Billy Owens
Senior Vice President, Executive Recruitment
billyowens@governmentresource.com | 972-989-3686

The Multi Agency Communications Center (MACC 911) is an Equal Opportunity Employer.