Northeast Wisconsin Healthcare Emergency Readiness Coalition, Region 3 Inc

Notice of Job Opportunity - WISCOM Subject Matter Expert

General Description

The Northeast Wisconsin Healthcare Emergency Readiness Coalition is made up of seven counties Brown, Door, Florence, Kewaunee, Manitowoc, Marinette, Oconto, and two tribes the Oneida Nation and Menominee Indian Tribe of Wisconsin.

NEW HERC's goal is to synchronize public health, tribal health, healthcare organizations, first responder agencies and emergency management in their efforts to enact a uniform and unified response to mass casualty incidents or catastrophic health events; accomplishing this by implementing the medical surge aspect of Emergency Support Function – 8, "Health and Medical Services." Response is accomplished by implementing a tiered response methodology that will include the availability of a Medical Coordination Center.

NEW HERC's Mission is to ensure that the collaboration of healthcare organizations and public / private sector partners coordinate their preparation for, and response to a mass casualty incident or catastrophic health event. The NEW HERC's Vision is to synchronize public health, tribal health, healthcare organizations, first responder agencies and emergency management in their efforts to enact a uniform and unified response to mass casualty incidents or catastrophic health event.

In 2020 the NEW HERC became a 501c3, and is a certified Charitable Organization with the State of Wisconsin. Although we just recently became a corporation, we have been in existence for over 20 years serving the needs of the residents of Northeast Wisconsin.

General Information

The NEW HERC is seeking to fill the position of WISCOM Subject Matter Expert. This is a contracted position with a term of agreement beginning on date of signing and expiring on June 3, 2027 with possible annual contract extensions conditionally based upon specific criteria.

Salary Information

The contracted wage is based upon education, experience, and skill.

Posting Date

November 9, 2026

Closing Date

November 16, 2026. Applications received after November 16, 2026 will not be accepted.

How to apply

Interested applicants should submit a Cover Letter and Resume to Tracy Nollenberg at: president@newherc.com

Job Details

Knowledge of WISCOM radio programming, testing, usage, and operations for medical and emergency personnel as well as a thorough knowledge of the Juvare platforms of EMResources and EMTrack is required. The candidate must provide their own transportation to complete the project and requests as necessary. The SME will maintain regular communications with the NEW HERC Coordinator and the NEW HERC Board regarding project progress and any issues encountered.

DELIVERABLES & EXPECTATIONS:

- Develop and implement a common WISCOM Matrix to all NEW HERC hospital facilities.
- Assure ongoing WISCOM user training for all hospital facilities.
- Conduct monthly “WISCOM Radio Roll Call Checks” (1st, 2nd and 3rd Shift).
- Participate in monthly statewide roll calls.
- Ensure all performance measures within PM10, PM12, PM13 relating to communication drills, and redundant communication drills are completed appropriately.
- Travel to hospitals to ensure project implementation.
- Offer technical assistance with trouble shooting to ensure operations of radio systems within state expectations.
- Encourage participation in monthly regional calls in collaboration with the HERC Coordinator
- Maintain list of WISCOM-capable hospitals including primary hospital region contact, subscriber ID, and geolocation data.
- Work directly with the HERC Coordinator to track trends and issues regarding WISCOM operation in the NEW HERC region.
- Provide a monthly drill report to NEW HERC board.
- Other duties as assigned by NEW HERC Board of Directors.
- Assist with regional events to all partners.
- Assist with activation and response functions of the HERC during events as needed and as available 24/7
- Create a monthly work log of activities for the Board.
- Collaborate with WISCOM SMEs statewide by initiating group collaboration, initiating meetings, attending meetings called by other HERC regions and/or Wisconsin Hospital Preparedness Program (HPP).