

COUNTY OF SOLANO

COMMUNICATIONS SUPERVISOR

Est. 01/07

DEFINITION

Plans, organizes and participates in the design, implementation, installation, acquisition, operation and maintenance of county-wide radio or telephone communications facilities; direct supervision of communications technicians and exercises functional oversight of contract employees and vendors in the installation and maintenance of communication systems; and performs related duties as required.

CLASS CHARACTERISTICS

Incumbents as working supervisors assigned to either radio or telecommunications operations. Each operation requires advanced technical skills with responsibilities of assigning, scheduling, and supervising the day to day tasks of Communications technicians, and participates in technical design, assembly, installation, maintenance, and repair of a variety of radio, microwave or telecommunications systems depending on assigned specialty area(s).

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from a Division Manager.

Exercises direct supervision over assigned technical staff and may provide direction to other support staff, vendors, and contractors.

EXAMPLES OF DUTIES – *Duties may include but are not limited to the following:*

Plans, assigns, schedules, prioritizes, reviews and evaluates the activities, programs, and operations of either the County's radio or telephone unit.

Formulates, implements, and determines goals, objectives and long-range plans for the unit's work.

Implements, interprets and enforces divisional policies and unit procedures; may recommend changes or identify the need for new policies and/or procedures.

Evaluates the services and equipment needs of users; investigates buying, leasing, contracting or other options, including the impact of technological developments, to meet user needs.

Develops specifications; performs economic analyses; makes recommendations on the selection of equipment required for County communications.

Coordinates unit services with County departments, law enforcement, local government, fire prevention and similar agencies.

Prepares, negotiates and recommends lease and other contractual agreements between the County and other groups.

Develops, coordinates and manages the preventive maintenance and repair program for equipment for County radio and/or telephone equipment.

Advises emergency personnel on the appropriate course of action regarding communications activities during times of emergencies.

Assigns, trains, supervises, and evaluates the work of technical and contract staff; participates in the selection, promotion, and discipline of assigned personnel; participates in the development of orientation and in-service training programs; conducts regular staff meetings.

Reviews and implements Federal Communications Commission operational directives, procedures, rules and regulations and ensures the protection of radio frequency channels from interference; ensures all required Federal Communications Commission licenses are kept current for both County and contracting agencies.

Designs communications systems and/or reviews and critiques the design of communications systems done by outside vendors.

Assists in development of units operating budget and recommends replacement of radio and telephone equipment. May also provide recommendations regarding capital improvements or facilities replacement.

Maintains valid licensing for County communications facilities as required by regulatory agencies.

Acts as the County's technical expert and primary liaison among users, Information Technology Department staff, other departments, and vendors.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

The principles, practices, and problems of public safety radio communications or general telecommunications systems and the current trends and development of these technologies.

Standard electronics theory and practices.

The principles and methods of radio, dispatch, wireless, and land communications systems, including telephone and telecommunications systems, operations and practices.

The laws, rules and regulations of the Federal Communications Commission including the terminology, tariffs and management of radio or voice, data and wireless and general telecommunication systems

Principles, practices, problems, and trends regarding emergency resources, general dispatch services and systems

Principles of supervision, staff development and training; modern office methods and procedures.

Basic management, budgeting and contract development for radio and telecommunications projects.

Radio/Microwave option only:

Standard and accepted radio communications theory and practices

Standard and accepted microwave theory

Standard and accepted radio frequency modulation principles

Standard tools and test equipment utilized in the repair and servicing of radio communications equipment

Standard and accepted radio communications transceiving equipment

Telephony/Data communications option only:

Standard and accepted principles and practices of installing, maintaining, and repairing digital and analog telecommunications equipment and systems

Standard and accepted principles and practices of data communication as it relates to internet protocol telephony

Standard tools and test equipment utilized in the repair and servicing of telephony and data communications equipment

Standard and accepted telephony/data communications equipment and systems including VOIP and PBX

Ability to:

Evaluate departmental needs for communication services and recommend and order appropriate equipment and services

Plan and supervise the work of employees

Develop effective working relationships with County managers, officials, employees and the staff of other agencies

Communicate effectively orally and in writing

Perform data collection, interpretation and evaluation pertaining to communication systems

Analyze situations accurately and adopt effective courses of action

Develop long-range plans and programs, which are in conformance with County policies, procedures and goals

EXPERIENCE AND EDUCATION/TRAINING

EXPERIENCE:

Five (5) years of full time (or the equivalent of full-time) progressively responsible experience, three (3) years of which was in a supervisory capacity, which would demonstrate possession of the knowledge, skills and abilities listed above.

Substitution:

Additional experience may be substituted for the educational requirement on a year-for-year basis, up to a maximum of two (2) years.

Education:

Associate's degree in telecommunications, electronics, telephony, or related field or a certificate from an equivalent education/training program.

LICENSES, CERTIFICATES, AND REGISTRATIONS

Possession of, or ability to obtain, a valid California Class C driver's license is required.

Possession of a valid FCC General Radio Operator License or equivalent may be required.

SUPPLEMENTAL REQUIREMENTS/INFORMATION

Independent travel may be required.

Incumbents may be required to work outside normal business hours.

Must be able to perform assigned duties outdoors in all types of weather conditions and may be required to work on towers at heights in excess of two hundred (200) feet.

Candidates and incumbents may be required to pass a background investigation/physical and drug screening in accordance with applicable policy statements.

ADA COMPLIANCE

Physical Ability: Must be able to perform manual labor associated with repair of radio, microwave, telephony, and/or data communications devices, systems, and/or equipment which may include lifting objects weighing between 50 to 100 pounds and utilize the full range of body movements involving reaching, bending, grasping, and climbing.

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Incumbents must be able to work in varying environments that may include exposure to dusts, heat, cold, odors, noise, machinery, bright or dim light, and electrical currents which may require additional care when conducting work tasks.

Donald W. Turko
Director of Human Resources

EST Date: January 10, 2007
CSC Date: January 10, 2007
BOS Date: February 13, 2007