

COUNTY OF SOLANO

COMMUNICATIONS TECHNICIAN (SENIOR)

DEFINITION

Provides lead supervision and participates in the design, assembly, installation, maintenance, and repair of a variety of communications, telephony, and/or telecommunications systems and related equipment and materials depending on assigned specialty area(s); assigns, schedules, and oversees the day to day tasks of technicians; assists and participates in a variety of operational support and administrative tasks.

CLASS CHARACTERISTICS

This is the advanced journey level within the Communications Technician job series that performs the full range of journey level duties, possesses technical or functional expertise and performs specialized duties in a highly independent manner. Incumbents in this classification provide strong lead supervisory functions and act as a resource to subordinate staff as well as possessing advanced journey level knowledge and skills in either radio/microwave transmitting and receiving **or** telephony and data communications systems. Incumbents in this job class are expected to have a basic familiarity with all types of communications equipment and systems utilized within the County's operations and supported by the Communications work unit. This job class is distinguished from the Communications Manager in that the latter is responsible for the planning, design, and implementation of all County communications systems and has over-all responsibility for all divisional operations.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Communications Manager, performing some tasks in a high independent manner.

Exercises technical and functional supervision over lower level Technicians.

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

Assigns, monitors, and participates in the installation, testing, modification and adjusting of VHF/UHF and microwave radio transceivers, antennas, portable radios and paging receivers, remote control devices, inter-communications, sound systems, and closed circuit television both in the field and in the shop.

Schedules, oversees, and participates in the installation, testing, modification and adjusting of various types of telephony/data communications voice/data transmission, signaling and digital and analog switching equipment, cabling and fiber optics both in the field and in the shop.

Coordinates, oversees, and participates in the adjustment of transmitters and receivers for maximum efficiency; measures frequencies, modulation and power output of radio, microwave and digital circuitry; operates and monitors radio and telephone equipment.

Receives, prioritizes, and schedules responses to service/repair calls or maintenance alarms; performs the more complex troubleshooting, investigations, analyses and diagnostics of operations and performance of assigned electronic, radio/microwave transmission devices, and/or telecommunications systems/equipment and initiates appropriate action to resolve problem and optimize system/equipment effectiveness.

Monitors and evaluates the on-going operations and activities of assigned system responsibilities; recommends improvements and modifications as needed; prepares various reports and records on operations and activities periodically and upon request.

Confers with users on systems changes, specific needs, user complaints/concerns; contacts and consults with various County staff members and vendors to schedule equipment and servicing; estimates equipment and repair and project costs.

Monitors and maintains central inventory of parts and supplies to ensure adequate levels of stock are on hand; orders necessary parts and supplies as necessary and consistent with County's purchasing policies and procedures.

Develops, oversees, and participates in training of Communications Technicians in a variety of radio/microwave or telephony/ telecommunications functions and tasks; participates in and supports cross-training activities within Communications work unit.

Acts as resource to Communications Technicians regarding technical and/or procedural questions; answers questions and provides information to users and other County departments regarding specialty area(s) of expertise; troubleshoots and investigates concerns/complaints; recommends and/or implements appropriate corrective action as necessary.

Builds and maintains working relationships with co-workers, other County employees, contractors, vendors, and the general public utilizing principles of good customer service.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Standard electronics theory and practices.

Standard work safety principles and practices.

When assigned to radio/microwave functions:

Standard and accepted radio communications theory and practices.

Standard and accepted microwave theory.

Standard and accepted radio frequency modulation and direction.

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

Standard and accepted radio communications transceiving equipment.

When assigned to telephony/data communications functions:

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

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.

Basic principles and practices of supervision and public administration.

Operations and administrative procedures of the County's organization and the assigned work unit

Skills to:

Utilize basic office equipment and related communications equipment including two-way radios, telephone systems, electronic diagnostic instruments, hand tools, power tools, climbing tools, and telephone maintenance tools.

Drive a motor vehicle.

Ability to:

Understand, carry out, and interpret both written and oral instructions in an independent manner.

Understand, interpret and apply laws, regulations, and policies governing designated communications/telecommunications operations.

Comply with laws, regulations, and professional practices governing designated communications/telecommunications operations.

Coordinate installation and maintenance activities and observe safety rules.

Analyze problem equipment; identify safety hazards; interpret work orders; locate and operate equipment; and explain jobs to other employees.

Collect and analyze data to identify and evaluate problem; research and analyze alternative solutions; draw logical conclusions; recommend and implement most appropriate corrective action to be taken.

Collect and analyze data and electronic test information and circuitry to repair communications equipment.

Utilize and read precision test instruments accurately and effectively.

Accurately read and apply a variety of electrical and electronic schematic and wiring diagrams and services manuals.

Collect and analyze data and test information to identify operating problems/situations and take appropriate and effective corrective actions.

Communicate effectively and tactfully in both oral and written forms, maintaining confidentiality at all times.

Utilize a variety of hand and power tools and equipment in a safe and effective manner.

Perform a variety of mathematical calculations accurately.

Maintain accurate records, prepare and present reports.

Conduct and integrate assigned functions and activities in a cohesive and effective service delivery system; secure cooperation and teamwork among Communications staff members and other departments/contractors.

Schedule, coordinate, and prioritize the work of self and others for successful job performance.

Establish and maintain effective work relationships with those contacted in the performance of assigned duties.

Experience and Education/Training

Experience:

Three years of progressively responsible work experience in a variety of functions that would demonstrate possession of and competency in requisite knowledge and abilities for **either** radio/microwave transmission/receiving **or** telephony/data communications systems.

Education/Training:

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

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 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.

Director of Human Resources

Established Date: April, 2001

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