

 <p><b>STATE OF INDIANA</b> CLASSIFICATION SPECIFICATION</p>	<b>Class Title:</b> Telecommunications Technician Supervisor 4		<b>Class Code:</b> 007YF4
	<b>FLSA Status:</b> Exempt	<b>Salary Schedule:</b> SAM PAT 4	<b>Effective Date:</b> 11-15-13
	<b>Summary:</b> Incumbent supervises and coordinates activities of public safety radio technicians. Further duties include management and oversight of established maintenance programs, repair techniques and operational procedures used by each technician. Incumbent is responsible for design, configuration, implementation and repair of radio and telecommunications systems, networks, structured cabling, network switches, routers, virtual private network appliances, intrusion detectors, fire walls and other network equipment and future technology		

**Duties:**

- Supervise the installation, repair and maintenance of public safety two-way radios and radio systems to include a statewide microwave system and vhf high band radio stations;
- Research, develop and implement standardized testing procedures and preventative maintenance measure to ensure continuous uninterrupted operations of statewide communications systems and mobile and portable two way radios;
- Direct and/or perform required adjustments and measurements on equipment;
- Design, develop and build specialized circuits when not available from commercial resources;
- Analyze system problems and assign appropriate technicians to effect repairs or make recommendations for repair to supervisory personnel;
- Supervise and direct assigned technicians, includes full range of duties, such as evaluating performance, mentoring, providing guidance/training, coordinating schedules, etc.;
- Assist in the planning, design and implementation of new radio stations, microwave radio equipment and other related networking technology;
- Provide tactical and strategic input regarding optimization of telecommunications networks;
- Direct technicians in their daily problem resolution efforts related to maintenance of radios and other hardware and software problems, microwave issues and wide area networks problems;
- Oversee the maintenance of radios, radio stations, microwave statewide radio backbone and related telecommunications equipment;
- Test and evaluate new equipment and prepare technical reports regarding the results;
- Monitor special projects and assignments to assure completion with the prescribed timeframe;
- Assist other technicians with troubleshooting and isolating unique system problems;
- Provide customer support with technical questions related to operations of both the microwave and related public safety radio systems;
- Review and approve staff prepared equipment maintenance records required by the Federal Communications Commission (FCC) recommending corrective actions as deemed necessary.
- Research, develop and initiate standardized testing procedures to ensure uninterrupted operation of the statewide 800MHz radio system and provide adequate telecommunications services to the department;
- Keep abreast of new technology by participating in continuing education through research, training and review of industry technical manuals;
- Performs related duties as required.

**Job Requirements:**

- Must possess an FCC General Class Radiotelephone License, or an acceptable equivalent certification such as NABER, Certified Electronics Technician (CET) or a Society of Broadcast Engineers Certification (SBE) with ability to apply technical standards assuring compliance with F.C.C. Rules and Regulations;
- Must possess a technical diploma or Associates Degree in electronics from an accredited technical school or college plus at least 3 years of related work experience; or significant related work experience with demonstrated skills, knowledge and ability in communications and electronics;

- Thorough understanding of computer operation and terminology with an the ability to use sophisticated radio programming software, computer spreadsheets, databases, programming and retrieval of information using various specialized software tools;
- Thorough knowledge of component level troubleshooting techniques and use of digital electronic diagnostic equipment;
- Comprehensive knowledge of public safety land mobile radio systems and telecommunications;
- Must have a valid Indiana driver's license;
- Must be able to respond to after hours callout in support of the statewide public safety radio systems or other emergencies;
- Advanced knowledge of the hazards involved with high voltage electronics equipment and applicable safety procedures;
- Ability to read, comprehend and interpret technical manuals and various schematic diagrams;
- Ability to communicate and interrelate with non-technical personnel, technical support services and vendors;
- Effectively communicate both orally and in writing;
- Ability to make decisions, exercise sound judgment and delegate work flow.

**Difficulty of Work:**

Duties are broad in scope and require use of independent judgment to interpret policy and procedures to fit unique situations. Incumbent must have a high level of commercial electronics expertise in order to install, configure and repair land mobile radio equipment and microwave systems. Incumbent must manage and supervise staff while contributing the completion of projects and/or repair of equipment.

**Responsibility:**

Incumbent is given general direction and goals. Work has substantial impact on operations of the statewide public safety communications network. Prompt response, problem analysis and resolution are required. Incumbent is responsible for ensuring the performance of critical public safety communications transmitters and receivers; mobile and portable radios; and the statewide microwave network infrastructure in support of a number of wide area data networks used by many public safety users throughout the state. Errors in judgment or work could result in a disruption of public safety emergency communications statewide which can directly impact the life and safety of people and property. Incumbent is responsible for accepting call out 7/24 in response to outages that may involve assisting subordinate technicians with repair, retune and adjustment of microwave radios, VHF transmitters and receivers; and, resolving software/programming issues with mobile and portable two way radios. Also, instructs technicians in the use of sophisticated service monitoring and test equipment, and repair and maintenance of battery chargers and electrical circuits that support power to the statewide radio system.

**Personal Work Relationships:**

Incumbent interacts with a range of personnel from within the agency, as well as other public safety agencies, vendors and support technicians from other governmental agencies. Incumbent works with other supervisors, management, technical support, vendors, programmers and other technical staff. Incumbent can be involved in large scale projects such as overseeing the reprogramming and maintenance of a fleet of mobile and portable radios, installation and integration of microwave radio stations and reconstruction projects for public safety communications centers with wholesale movement of communications equipment from one site to another.

**Physical Effort:**

Work involves supervising and assisting technicians which requires visual acuity, excellent hearing and manual dexterity. Incumbent must be able to climb, stoop, lift (up to 50 lbs.) and work in extreme weather conditions and temperatures. Work also involves exposure to microwave radiation, hazardous fumes/liquids, high voltage wires, extensive driving, etc.

**Working Conditions:**

Incumbent works in a variety of environments, including the to include radio repair shop. At other times, incumbent will work at remote radio sites which can range from environmentally controlled buildings to outdoor settings. Incumbent will also work in and around public safety radio equipped vehicles. Incumbent must be able to travel to remote locations throughout the state which may include overnight stays. There is a level of exposure to microwave radiation, noise levels, battery acid and hazardous

fumes from soldering, exhaust, solvents and chemicals. Incumbent frequently must work with complex high voltage AC wiring and circuit breaker boxes