

City of San José
CLASS SPECIFICATION

Title: Senior Communications Technician (8524)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Public Works	Radio Communications Supervisor	Non-exempt

CLASS SUMMARY

Under general supervision, performs work of moderate difficulty in leading and working with technicians in the installation, maintenance and repair of various communications equipment, which may include, but not limited to, two-way land mobile radio, trunked radio, fixed and cellular-based radios, broadband radio communications, outside plant (OSP) copper and fiber cabling, video camera systems, Layer 2 networking equipment, and associated electronic equipment. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the lead class in the Communications Technical classification series. The Senior Communications Technician differs from the Communications Technician class in that incumbents of this class have supervisory responsibilities. This class differs from the higher class of Radio Communications Supervisor in that an incumbent of that class is responsible for directing and supervising work in a major technical section of the department.

QUALIFICATIONS

Minimum Qualifications

Education and Experience

Completion of high school or equivalent (General Education Development [G.E.D.] Test or California Proficiency Certificate) AND five (5) years of experience in radio communications systems, which may include, radio communications systems installation, maintenance, and repair or fiber optic lines, transmitters, antennas, or similar equipment. Two (2) of the required years of experience must be in the area of public safety communications for positions in the Public Works Department.

Acceptable Substitution

- Up to two (2) years of undergraduate course work in electronics communications, electronic engineering, or closely related technical field of study from an accredited college or university (equivalent to at least 60 semester units or 90 quarter units) may be substituted for up to two (2) years of the required radio communications systems experience on a year-for-year basis.
- There will be no substitution for the two (2) years of experience in the area of public safety communications for positions in the Public Works Department.

Required Licensing (such as driver's license, certifications, etc.)

- Possession of a valid driver's license authorizing operation of a motor vehicle in the State of California.
- Positions selectively certified to the land mobile radio function, possession of a valid General Class Radiotelephone Operators license, issued by the Federal Communications Commission (FCC), or an equivalent Communications Technician Certification, issued after examination by a recognized two-way radio professional organization is required within six (6) months of hire.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

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Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork and Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Customer Service – Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Problem Solving - Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Multi-tasking – Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).
- Initiative - Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.

Additional Competencies and/or Desirable Qualifications

(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)

Competencies:

- Supervision - Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.

Knowledge of:

- The installation, repair, and maintenance practices used in the land mobile and public safety communications industry;
- Communications equipment testing and evaluation techniques;
- Computers, software applications, and operating systems in the current communications industry;

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- The operation, installation, repair and maintenance of , two-way land mobile radio, trunked radio, fixed and cellular-based radios, broadband radio communications, outside plant (OSP) copper and fiber cabling, video camera systems, Layer 2 networking equipment, and associated electronic equipment; ability to performed skilled shop work in these areas;

Skills to:

- Troubleshoot complex communications systems to locate and repair faults.

Ability to:

- Read, interpret, and draw schematic diagrams;
- Use and work with the communications systems and equipment used by the City of San Jose;
- Lead a group of Communication Technicians in a communications service type environment.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Receives and assigns trouble reports, preventative maintenance work orders and project assignments. May establish priorities and prepare work schedules.	Daily/Several Times
2.	Leads and works with technicians and installers in the installation, maintenance and repair of the above listed types of communications systems and equipment.	Daily
3.	Inspects and evaluates new installations of fixed and mobile equipment.	Weekly
4.	Assists Communications Technicians in solving problems requiring advanced knowledge and experience.	Weekly
5.	Receives and reviews material and parts requests from Communications Technicians.	Weekly
6.	Makes recommendations for the replacement of non-repairable equipment.	Intermittent
7.	Updates technical documentation including wiring block assignments, CEB programming and configurations, as-built drawings of installed equipment at City radio sites, specialized vehicular installations, and diagrams of the City's various communications systems.	Intermittent
8.	Prepares reports of completed specialized assignments and projects.	As Required
9.	Provides recommendations for process improvement changes with the input of technical staff.	As Required
10.	Constructs and modifies communications equipment and performs research on new equipment.	As Required
11.	Performs other related work as required.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

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- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Maintain professional demeanor during interactions with staff, customers, and the public;
- Communicate in person and over the telephone;
- Read printed materials and a computer screen;
- Perform light to medium physical work, including climbing/ descending ladders, operating bucket trucks;
- Operate a motor vehicle and visit various City sites and field locations;
- Be exposed to unpredictable working conditions including but not limited to loud noise levels, vehicle traffic, vibration, confined workspaces, working at heights, hazardous physical substances, fumes, odors, gases, dust, and air contaminants;
- Ability to lift radios, OSP cabling and other electronic equipment weighing as much as 75 pounds may be required.

CLASSIFICATION HISTORY *Created 08/85, Rev. 06/98; Rev. 09/24.*