

## **COMMUNICATIONS SYSTEM SPECIALIST**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a technical position which has overall responsibility for the radio communication equipment, radio systems and 911 telephone equipment in the Department of Emergency Response. This position ensures that all equipment and software is functional, integrated and running properly at all times. This person functions as a technical advisor to the department on the implementation and maintenance of the necessary equipment and software for the 911 Communications Center. General direction is received from higher level administrative staff.

### **TYPICAL WORK ACTIVITIES:**

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level dispatch staff. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Manages the implementation, maintenance and procedural operations of the E-911 telephone equipment at the primary and secondary Public Safety Answering Points (PSAP) locations in accordance with State and Federal laws and guidelines established as such by the National Emergency Number Associations (NENA) and the Association of Professional Communications Officials (APCO);
2. Evaluates hardware and software programs in relation to needs of operation, price, reliability, etc; develops a budget for the Communications Center equipment;
3. Recommends purchase, prepares service contracts and monitors compliance and performance of various utilities and hardware and software providers;
4. Contacts repair and service companies regarding problems with equipment and follows through until problem is corrected;
5. Develops operations plans to address special needs of the Communications Center, as well as contingency plans for special events and/or occurrences;
6. Works with staff from OCIS and other departments to develop a system failure and backup plans to mitigate the effects of a total or partial system failure, including testing and adapting this plan on a regular basis;
7. Meets periodically with department administrative staff to identify procedural, operational and data base concerns and updates;
8. Performs minor repairs and programming of portable two-way radios, mobile two-way radios and personal paging equipment;
9. Maintains an adequate supply of the necessary materials for minor repairs of the Communications Center radio, recording and telephone equipment;
10. Develops a check list for Communications staff to use for weekly equipment checks;
11. Attends meetings and conferences to remain abreast of the latest laws, guidelines, equipment, training and new trend issues to develop plans to meet these changes.

**COMMUNICATIONS SYSTEM SPECIALIST (Cont'd)**

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of operation and design of two-way radio systems necessary to evaluate equipment, design integrated systems, trouble shoot equipment and perform repairs as necessary;
- Knowledge of telephone systems and their related components necessary to evaluate equipment and design integrated systems;
- Knowledge of computers and software applications as related to the communications system in order to ensure equipment is functioning properly and to identify problem areas in the system;
- Knowledge of bidding procedures and contracts in order to prepare proposals, evaluate bids and service contracts and recommend appropriate action;
- Knowledge of administrative practices such as budgeting and inventory control in order to prepare and monitor the budget and equipment and supply inventory;
- Knowledge of data base organization and retrieval in order to oversee the maintenance of a large and continually changing informational data base;
- Knowledge of power systems, Uninterrupted Power Supplies (UPS) and backup power systems and generators;
- Skill in the repair and programming of two-way radio equipment, mobile two-way radios, and personal paging equipment in order to perform minor repair work to keep units functioning;
- Ability to learn operations and procedures of dispatching center in order to identify needs and design and modify communications system accordingly;
- Ability to communicate with service providers, vendors and system users to identify and explain problems in the system and ensure satisfactory service;
- Ability to work effectively with a variety of people to develop and resolve problems with an integrated communications system;
- Personal characteristics necessary to perform the duties of the position;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER:       (A)     Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Telecommunications, Electrical/Radio Engineering or a closely related field PLUS one (1) year of full-time paid work experience in technical support of a public safety emergency services dispatch system which must have also involved the integration of various communications systems network;
  
- OR:            (B)     Graduation from a regionally accredited or New York State registered college or University with an Associate's degree in Telecommunications, Electrical/Radio Engineering or a closely related field PLUS two (2) years of full-time paid work Experience as indicated in (A) above;
  
- OR:            (C)     Five (5) years of full-time paid work experience as indicated in (A) above;
  
- OR:            (D)     An equivalent combination of education, training and experience between the limits of (A), (B) and (C) above.

**COMMUNICATIONS SYSTEM SPECIALIST (Cont'd)**

**SPECIAL REQUIREMENT**

Possession of a New York State Driver License at time of appointment.

PS6301

ADOPTED: 01/01/99

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