TELECOMMUNICATIONS TECHNICIAN
Tompkins County

Department: Department of Emergency Response
Classification: Competitive
Labor Grade: 12
Approved: 0

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or New York State registered two year college with an Associates Degree in Computer Science, Information Technology or a closely related field or possession of at least sixty college credit hours, including at least fifteen credit hours in computer science, information technology, electronic data processing or a closely related field **AND** one year of full-time paid (or the equivalent part-time and/or volunteer) experience as a computer or telecommunications technology programmer with experience installing radio equipment; **OR**

(b) Graduation from high school or possession of a high school equivalency diploma **AND** three years of full-time paid (or the equivalent part-time and/or volunteer) experience as a computer or telecommunications technology programmer with experience installing radio equipment; **OR**

(c) Graduation from high school or possession of a high school equivalency diploma **AND** five years of full-time paid (ten years of part-time and/or volunteer) experience working in a dispatch center performing such duties as necessary to enable the candidate to obtain a thorough knowledge of the telecommunications hardware, software, and programming techniques which must have also included installation of radio equipment; **OR**

(d) Any combination of training and experience equal to or greater than that described in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position primarily responsible for maintaining Tompkins County's emergency radio and mobile data communications systems. A Telecommunications Technician is also responsible for evaluating needs, developing specifications, recommending systems, acquiring bid proposals and ensuring trouble free installation of the various related hardware and software. The work includes troubleshooting, maintenance, installation and evaluation of telecommunications systems in various county departments; primarily the department of Emergency Response. Considerable autonomy is exercised, however, unusual or complex matters are referred to the supervisor. The work is performed under the general direction of the Communication Systems Manager and Director of the Department of Emergency Response. Supervision of others is not generally a function of this class. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Evaluates information provided by users of radio and other communication equipment to evaluate problems and take appropriate corrective actions to resolve them;
- Receives requests for, evaluates needs and develops specifications for new radio equipment, or changes/ modifications to existing equipment, programs and features;
- Programs and installs radios, telephones and related equipment;
- Programs and maintains approximately 600 pagers for use by fire, EMS and law enforcement agencies;
- Programs police mobile data terminals;
- Works with various communications companies in relation to radio equipment, transmission systems, etc.;
- Develops and maintains programs on micro and mainframe computers used to support special requests;
- Develops technical bid specifications and proposals;
- Makes a recommendation for purchasing of hardware, software, carrier and other services;
- Reviews and enforces maintenance agreements where required;
- Develops and maintains other programs on micro and mainframe computers as required;
- Provides instruction to users of the radio and mobile data hardware systems;
- Logs system work and tracks inventory;
- Performs mobile data programming on computer units;

- Networks and wires peripheral equipment;

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of Computer Aided Dispatch (CAD), Geographical Information Systems (GIS) and Digital Mapping programs;
- Good knowledge of AS/400 IBM Series Databases;
- Good knowledge of programming techniques and concepts;
- Good knowledge of telecommunication methods, techniques, systems and equipment;
- Good knowledge of programming of radios and personal computers;
- Working knowledge of dispatch operations and public safety communications needs;
- Skill in integrating automotive electronics with emergency services communications systems;
- Ability to establish and maintain effective working relationships;
- Ability to communicate effectively both orally and in writing;
- Ability to write technical specifications for telecommunication system bids and proposals;
- Ability to train and instruct users in the operation of telecommunications equipment;
- Ability to reason analytically;
- Ability to integrate all systems and address the separate and unique needs of various emergency responders;
- Resourcefulness, dependability, initiative, good judgment and courtesy are required;
- The employee's physical condition shall be commensurate with the demands of the position.