INFORMATION TECHNOLOGY (IT) TECHNICIAN I – RADIO

JOB DESCRIPTION

Classification Responsibilities: The Information Technology (IT) Technician I- Radio is an entry-level trainee class in which employees learn to perform the full scope of duties of an IT Technician II- Radio through structured on-the-job training, as well as preparation for professional technician certification. Incumbents perform basic technical work in the installation, uninstallation, maintenance, modification, testing, and repair of electronic communications systems and related equipment and accessories, including both mobile and stationary equipment (example: base station units, vehicle and portable units, recorders, and electronic public safety-oriented equipment). This class is also responsible for performing related duties as required.

Distinguishing Features: The IT Technician I- Radio differs from the IT Technician II- Radio class by requiring closer supervision of duties, and by the II level performing more skilled technical work in maintaining and repairing radio communication systems. Employees in this class may progress through noncompetitive promotion to the IT Technician II- Radio class by meeting the specific, criteria-based promotional requirements of performance, proficiency, and Federal Communications Commission (FCC) certification, as well as meeting the minimum requirements of the class. This class may receive lead supervision from IT Technician II- Radio's, IT Technician III- Radio's, and the Senior IT Technician- Radio. This class is supervised by the IT Coordinator who reviews work through the inspection of completed projects and observation and evaluation of work in progress. Employees in this class are required to carry a cell phone, respond to phone inquiries, and are subject to rotational stand-by and call-out duty 24-hours a day, 7 days a week. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect and Integrity.

Minimum Qualifications Required. Graduation from high school or GED. Any combination of education, training, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in a Technology field such as Electronics, Communications, Information, or related Technology field, and one year of experience in the installation and/or maintenance in at least one of the following: network management, server options, routing protocols, microwave, fiber-optic, and/or electronic communications systems.

Special Requirements. Must possess a valid Class D Arizona Driver's License by hire or promotion date. For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualification. Additional experience providing technical hardware and software support to local area network (LAN), wide area network (WAN), servers, and/or personal computers (PC) in a professional work environment. Possession of a Federal Communications Commission (FCC) General Radiotelephone Operator License (GROL).

ESSENTIAL FUNCTIONS

Communication: Communicates with management, vendors, contractors, and City employees to establish and maintain effective working relationships.

Manual/Physical: Performs a variety of communications installation, maintenance, modification, and repair work. Repairs: electronic and microprocessor equipment, communications equipment, data communications, and electromechanical devices to maintain the City's radio communications, wired and wireless networks, and data carrier communications systems. Tests electronic equipment and components using special testing equipment. Corrects malfunctions to restore the conformance of equipment and systems to established specifications, standards, and Federal regulations. Installs and maintains wireless equipment and fixed, portable, or mobile end-user devices. Performs routine maintenance and troubleshooting work on field communications equipment. Makes emergency repairs, installs, and relocates accessories, base radio units, and other related equipment. Maintains records. Assists in ordering, stocking, and logging service parts. Operates a vehicle requiring a standard Class D Arizona Driver's License to travel to work sites in order to accomplish tasks and operates a four-wheel drive vehicle on mountain roads. Operates a power drill, soldering equipment, and hand tools to install and repair electronic equipment. Enters data into a PC to prepare schematic diagrams, tables, and drawings. Uses a PC to manage assets, account for resources used, and control and evaluate performance of various complex systems. Performs physical inventories of electronic equipment. Distinguishes colors to identify color-specific indicator lights, wiring, and electronic components that use standard industry color codes. Move electronic equipment weighing up to several hundred pounds for distances of up to hundreds of feet to transport equipment to and from radio sites with a cart or other aid to assist. Work at elevated heights on building rooftops or antenna support structures as his as 60 feet from a bucket truck. Work in confined space areas and in a variety of weather conditions. Cleans electronic equipment and work areas. Troubleshoots, maintains, and repairs electronic reporting systems such as fire station alerting and microwave alarm systems. Meets scheduling and attendance requirements.

Mental: Assists with the diagnosis of various equipment malfunctions and equipment analyses including, but not limited to, radio system LAN, WAN, server, workstation computer hardware, software-controlled systems, and telecommunications systems. Assists in the development of specialized testing solutions. Conducts research and analyzes test measurements and other data. Resolves a variety of installation problems. Troubleshoots and provides end-user support for telecommunications, information technology, wireless equipment, and fixed, portable or mobile end-user devices. Learns job-related material through on-the-job training, self-study, and in classroom settings. Performs mathematical calculations using electronic formulas. Comprehends and makes inferences from blueprints, equipment specifications, schematic drawings, and technical instructions regarding electronic equipment and systems. Makes program modifications to computer-telephone integration (CTI), computer-controlled console, and other PC controlled systems in problem resolution and feature enhancement.

Knowledge/Skill/Abilities:

Knowledge of:

the principles of electrical, electronic, digital, radio theory, and information technology protocols;
the methods, tools, equipment, and materials used in radio and Internet Protocol testing, repair, and maintenance work;
the installation and maintenance procedures, techniques, and practices for base and mobile equipment; and
the use, calibration, and care of electronic testing equipment.

Skill in the care and use of hand and small power tools and diagnostic equipment.

Ability to:

install, uninstall, and assist in the repair and maintenance of electronic equipment, communications equipment, and electromechanical devices;
install and relocate various accessories, base and mobile radio units, building and vehicular cabling, and similar equipment and accessories;
fabricate brackets for safely installing vehicle-mounted equipment;
identify and resolve installation problems; and
interpret drawings, sketches, and schematics relating to equipment installation work.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties, not included, does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.