

SENIOR COMMUNICATIONS NETWORK TECHNOLOGIST

JOB DESCRIPTION

Classification Responsibilities: A Senior Communications Network Technologist is a working supervisor primarily supervising, planning, supporting, and coordinating the duties of Communications Network Technologists; and may also perform basic and highly skilled tasks related to computer systems and networks, voice/data communications systems, and software application support in a wireless radio network environment. Specific tasks include: supervising the installation, maintenance, and upgrades of hardware and software for these systems; advanced-level testing and troubleshooting of radio systems and equipment; monitoring radio system and network alarms, and utilizing knowledge and experience to evaluate alarms and take corrective action; serving as contacts for other agencies and vendors on the 800 MHz trunked radio system; performing high-level network administration duties, and acting as a system administrator for the Communications Department's Computerized Maintenance Management Software (CMMS) in a multi-agency, multi-jurisdictional radio communications system and network. This position also performs related duties as required.

Distinguishing Features: The Senior Communications Network Technologist is supervised by the Wireless Communications Administrator, who reviews work through meetings, conferences, and reports regarding project status and problems encountered, and an evaluation of overall results achieved. The Senior Communications Network Technologist is distinguished from the Communications Network Technologist class by supervisory responsibilities and the ability to manage high-level, complex, wireless radio network systems. Employees in this class are required to carry a pager, respond to a pager and/or phone inquiries, and are subject to rotational on-call support 24-hours a day, 7 days a week. This class is FLSA exempt-professional.

QUALIFICATIONS

Minimum Qualifications Required. Graduation from high school or GED. Any combination of training, education, and experience equivalent to extensive (5+ years) journey-level experience related to land mobile radio, Frequency Modulation (FM) two-way radio, microwave, fiber optic, and electronic communications systems. Considerable (3 - 5 years) experience related to the installation and maintenance of land mobile radio systems and electronic communications systems related to workstation installation and maintenance, and the programming, maintenance, and system management of wireless communications equipment.

Special Requirements. Must possess a valid Arizona Driver's License by hire or promotion date. Must also possess one or more of the following by hire or promotion date: a) Federal Communications Commission (FCC) General Class Radiotelephone certification; or b) Certification as a technician through the National Association of Business and Educational Radio (NABER) or the Association of Public Safety Communications Official (APCO). 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 (by assignment).

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 Qualifications. Experience in systems applications analysis, operating systems (UNIX, Windows) and programming languages is preferred. Microsoft Certified Professional credentials on a current Microsoft operating system is preferred. Some (6 months - 1 year) experience in a lead or supervisory capacity is also preferred. Experience as a system manager for a Motorola SmartZone trunked radio system is highly desirable. Microsoft Certified System Engineer distinction is also highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the public (radio system and radio network equipment providers), other City employees, vendors, management, and contractors in order to identify problems or required changes, and to coordinate the implementation of solutions. Works with customers and system contract personnel in situations that require both tact and diplomacy in order to resolve radio and network issues.

Manual/Physical: Reviews the work of subordinate-level technical and operational employees to ensure the compliance of their work with applicable FCC rules and regulations. Supervises technical staff responsible for the City's 800 MHz trunked radio system and associated network. Manages and directs the activities of the assigned area of responsibility, and evaluates the work of subordinates in the area of assignment. Prioritizes and assigns work to subordinates, and prioritizes own work. Resolves procedural and operational problems by analyzing the problem and taking appropriate action. May be required to move hardware weighing up to 25 pounds. Operates a motor vehicle requiring a standard Arizona Driver's License to travel to work sites in order to accomplish tasks. Meets scheduling and attendance requirements.

Mental: Reviews, inspects, and evaluates the work of subordinate personnel in accordance with City performance policies and practices. Provides technical communications support to City departments. Analyzes 800 MHz system requirements. Researches and analyzes City future communications needs. Monitors radio systems, and monitors radio system and network alarms and performance. Resolves procedural, operational, and other technical work-related problems. Coordinates network issues and/or problems with other groups and entities. Coordinates work activities with other City departments, municipalities, and agencies.

Knowledge and Abilities:

Knowledge of:

principles of employee supervision, evaluation, and training;
the development of standards, maintenance schedules, standard operating procedures, and operating guidelines for complex computer controlled communications systems;
commercial two-way frequency modulation (FM) radio system commonly used to support public safety operations testing, repair, and maintenance;
the principles of electrical, electronic, and radio communications theory;

technical and operating methods, tools, and processes of computer controlled two-way radio and associated test equipment;
network operating systems;
Transmission Control Protocol/Internet Protocol (TCP/IP) protocol suite and troubleshooting of network connectivity issues;
Microsoft Office;
network administration, user management, access rights, performance monitoring, and problem resolution;
800 MHz system controller and network;
console control systems; and
system management network subsystem.

Ability to:

supervise and lead technicians performing a wide variety of network tasks;
test electronic equipment with the use of specialized testing equipment;
maintain and troubleshoot radio communications equipment;
successfully troubleshoot and resolve network connectivity issues;
provide system administration and user support for the Communications Department CMMS application;
successfully complete vendor provided training (may require extensive travel), to include the specialized network infrastructure related to the 800 MHz trunked radio system;
troubleshoot, maintain, and upgrade workstations, controllers, and servers;
keep hardware, software, and operating system technology current through training and certification;
and
work with other jurisdictional personnel in operating and maintaining a multi-jurisdictional radio communications network and system.

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.

Revised 8/15

TO/pg

CS5174.DOCX

EEO-Tech

NDOT SAFETY-Yes

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-ADM

INCREMENTS 62-200

PAY GRADE: 52

SECURITY-No

CDL-No

IND-9516

SWORN-No