

COMMUNICATIONS NETWORK TECHNOLOGIST

JOB DESCRIPTION

Classification Responsibilities: A Communications Network Technologist performs 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: installation, maintenance, and upgrades of hardware and software for these systems; testing and troubleshooting radio systems and equipment; monitoring radio system and network alarms, and utilizing knowledge and experience to evaluate alarms and take corrective action; serving as contact for other agencies and vendors on the 800 megahertz (MHz) trunked radio system; and performing network administration duties. This position also performs related duties as required.

Distinguishing Features: The Communications Network Technologist is supervised by a Senior Communications Network Technologist, who reviews work through meetings, conferences, and reports regarding project status and problems encountered, and an evaluation of overall results achieved. The Communications Network Technologist is distinguished from the Senior Communications Network Technologist class by the latter's responsibility for performing supervisory responsibilities and the ability to manage high-level, complex, wireless radio network systems. Employees in this class are required to participate in on-call support on a rotating basis with other members of the data group. 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. Good (1 - 3 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: Federal Communications Commission (FCC) General Radiotelephone Operator License (GROL); or 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. 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: Installs hardware and software to support the City's 800 MHz trunked radio system and associated network. May be required to move hardware weighing up to 25 pounds. Operates a pager, cell phone, and/or two-way radio. Operates a motor vehicle requiring a standard Arizona Driver's License to travel to work sites in order to accomplish tasks. Operates a personal computer (PC) workstation. Meets scheduling and attendance requirements.

Mental: 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:

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) 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:

test electronic equipment with the use of specialized testing equipment;
maintain and troubleshoot radio communications equipment;
successfully troubleshoot and resolve network connectivity issues;
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 5/15

TO/co/pa

CS4871.DOCX

EEO-Tech

NDOT SAFETY-Yes

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-ADM

INCREMENTS 62-200

PAY GRADE: 50

SECURITY-No

CDL-No

IND-9516

SWORN-No