

SENIOR INFORMATION TECHNOLOGY (IT) TECHNICIAN – RADIO

JOB DESCRIPTION

Classification Responsibilities: A Senior Information Technology (IT) Technician – Radio is responsible for assigning and inspecting all maintenance, repair, and installation work of IT Technicians and will perform this work as needed. An employee in this class will oversee the installation and maintenance of point-to-point microwave radio equipment, fiber optic equipment, Internet Protocol (IP) network routers, IP network switches, fire station alerting equipment, backup power generating equipment, Uninterruptable Power Supply (UPS) systems, and base and mobile communications units such as two-way voice and data radios, handheld radios, and vehicle mounted equipment. Additional duties include assigning tasks to IT Technicians, ensuring adherence to safety guidelines, handling problem resolution, preparing and providing system training for technicians, and ensuring the work completed by IT Technicians is completed to set quality standards. This class is also responsible for performing related duties as required.

Distinguishing Features: Incumbents are expected to perform all the duties of an IT Technician III on an as needed basis. This class is distinguished from the IT Technician III classification by the greater level of knowledge and experience in communication systems and performing lead duties. Work assignments are provided by and general supervision is received from a Communications Systems Coordinator. Work is reviewed through meetings, discussions, and written and oral direction, and is based on the evaluation of performance and overall results achieved. Employees in this class are subject to 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. A High School Diploma or GED. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in Electronics or related field and extensive (5+ years) experience in the installation, testing, and/or maintenance of communications equipment and related accessories.

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 Qualifications. Net+ certification is preferred. Experience developing and leading technical training, performing quality assurance checks, and/or lead or supervisory experience is

preferred. Possession of a Federal Communications Commission (FCC) General Radiotelephone Operator License (GROL).

ESSENTIAL FUNCTIONS

Communication: Communicates with management, Communications personnel, contractors, vendors, and other City employees in order to establish and maintain effective working relationships. Prepares written documents, such as installation plans, status reports, and product evaluations. Instructs IT Technicians in special maintenance procedures, the use of specialized test equipment, and City and departmental directions and policies. Revises service manual diagrams and drawings to reflect changes and modifications.

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, 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 personal computer (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. May 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. Works in confined space areas and in a variety of weather conditions. Cleans electronic equipment and work areas. Work at elevated heights on building rooftops, or antenna support structures as high as 60 feet from a bucket truck. Troubleshoots, maintains, and repairs electronic reporting systems such as fire station alerting and microwave alarm systems. Meets scheduling and attendance requirements.

Mental: Diagnoses various equipment malfunctions and assists in equipment analyses including, but not limited to, LAN, WAN, server, work station computer hardware, software-controlled systems, and telecommunications systems. Develops specialized testing solutions. Assists with the evaluation of functional capabilities of proposed new public safety systems. Assists in developing technical procedures and processes. Creates and conducts technical training. Ensures parts and equipment availability when required. Coordinates and prioritizes daily work in accordance with assigned priorities by use of management software to assist and accomplish these tasks. Accounts for materials and time expended by IT Technicians on assigned projects. Reviews the work of contractors, vendors, and other City employees from user departments in order to assure quality control. Administers safety practices to maintain a safe workplace environment. Comprehends and makes inferences from written material. Learns job-related material through on-the-job training and in classroom or other educational 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 Telephony Integration (CTI), computer controlled console, and other PC controlled systems in problem resolution and feature enhancement.

Knowledge/Skill/Abilities:

Knowledge of:

PCs, information technology systems, and operating systems;
Cable distribution and basic principles of electricity;
principles of electrical, electronic, radio communications and IP networking theory;
project planning and scheduling;
telecommunications wiring standards, cable splicing, systems and equipment;
fiber optic testing and termination;
technical and operating methods, tools, equipment, and materials used in communications equipment testing, repair, construction, and maintenance work;
procedures used for installing and maintaining end user equipment;
use, calibration, and care of electronic test equipment;
public address systems;
digital signal distribution architecture and practices;
Closed Circuit Television (CCTV) systems;
FCC rules and regulations pertaining to Land Mobile Radio systems;
current improvements and developing technologies;
the principles and practices of employee supervision and training; and
Windows-based PC software.

Skill in the care and use of the tools and diagnostic equipment involved in installing and maintaining electronic and digital communications equipment and accessories.

Ability to:

lead technicians and perform a wide variety of communications installation, maintenance, and repair tasks;
coordinate and inspect the work of technicians to meet quality standards;
develop technical procedures and processes;
create and conduct technical training;
ensure the compliance of technical and operational personnel with applicable FCC rules and regulations;
establish and maintain effective working relationships with management, subordinates, and user departments; and
operate a PC with Windows-based software to create and manage spreadsheets and documents, and use management software.

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.

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