

## **RADIO TECHNICIAN**

**0215**

### **NATURE OF WORK**

This is responsible technical and end user support work with responsibility for the support and maintenance of the City's information technologies, including two-way radio systems and sub-systems, PC's, data equipment, voice communications equipment, and other telecommunications equipment and services.

Work involves responsibility for preventive maintenance, response to equipment and systems operational problems, and end user support. The employee of this class is expected to work closely with vendors of support services and other employees of all City departments and divisions. Work involves providing preventive maintenance, trouble condition response and support of the City's two-way radio system and sub-systems, voice network, installed PC's, local/wide area network systems, software systems and applications, and other appropriate technologies required to meet the needs of City government. Work involves application of policies and procedures to assure the delivery of appropriate and timely support services to end users of IT equipment and systems.

### **EXAMPLES OF WORK**

(Any one position of this class may not include all duties listed, nor do listed examples include all duties that may be found in positions of this class).

Provides information to the Information Technology Director regarding operation and utilization of all IT equipment and services in use within the City;

Provides technical support and maintenance on two-way radio equipment and systems in use within the City including routine programming for moves, adds and changes of subscriber units, coordination of related equipment, systems, and sub-systems as well as maintenance of required documentation and support records;

Provides technical support and maintenance on PC's, printers, and related peripherals and sub-systems in use within the City;

Provides technical support and maintenance on telephone equipment and systems in use within the City including routine programming for moves, adds and changes of extensions, coordination of related equipment and systems, and maintenance of required documentation and support records;

Maintains a computer inventory of parts, repair and job records relating to IT equipment and systems in use within the City, including two-way radio, PC's, LAN's, telephones, and related systems;

Conducts preventive maintenance operations to ensure the operating quality of IT equipment and systems in use within the City, including two-way radio, PC's, network equipment, telephones, and related systems;

Install, maintain, and repair wiring and cabling for use by two-way radio, voice and computer networks within City buildings;

Assist in the creation and maintenance of adequate records of all two-way radio, voice and computer equipment, cabling plans and distribution systems in all City buildings, including interconnections to other systems;

Assists with setup and installation of new two-way radio's, PC's and related equipment and systems;

Assists with moves and re-assignments of existing IT equipment and systems in use within the City, including two-way radio's, PC's, network equipment, telephones and related systems;

Determines when commercial or contract repair or support services are required and assures proper operation when equipment or systems are returned;

May be required to provide first level support services for IT equipment and systems utilized in Departments or divisions of the City with responsibility for 24-hour daily operation. This may require response to trouble reports or outages during other than traditional hours;

Assists where appropriate with training designed to enable all City staff to successfully utilize technology to effectively complete assigned tasks;

Performs related work as required.

## **MINIMUM REQUIREMENTS**

Graduation from a Technical College or Institute specializing in technology equipment support OR certification from a major Technology Training Center or program demonstrating an understanding of the principles and practices required to support and maintain two-way radio, computer and telephone equipment. Also at least one year experience in support and maintenance of two-way radio, computer and telephone equipment. Previous technical experience may be substituted for educational requirements at a ratio of 2 to 1. Compliance with minimum requirements of the ARMER Statewide Radio Board for programming and maintenance of two way radios.

## **DESIRABLE EDUCATION AND EXPERIENCE**

Knowledge of the operation and support of P25 trunked digital two-way radio systems;

Knowledge of the operation and support of P25 trunked digital two-way radio subscriber units;

Knowledge of Motorola CPS software functions and features;

Ability to create and implement two-way radio subscriber unit code plugs;

Ability to program two-way radio subscriber units with encryption keys and all related features and functions;

Ability to understand and implement federal and state regulations and requirements for installation and operation of two-way radio systems;

Knowledge of the operations and support of computer systems and equipment;

Knowledge of the operations and support of telephone systems and equipment;

Knowledge of network operating systems;

Knowledge of software systems and applications;

Knowledge of the principles and practices of telecommunications equipment support and maintenance;

Ability to organize, schedule, and coordinate work;

Ability to read and interpret technical manuals, basic blueprints, maps, and other manuals as required;

Ability to transport self to, from, and around sites of required service and support;

Ability to transport (usually by lifting and carrying) materials and equipment weighing up to 75 pounds, such as two-way radio equipment, PC's, monitors, televisions, telephone equipment, VCR's, tools, and test equipment;

Ability to recognize, analyze, and solve technical problems;

Ability to learn new skills and technologies;

Ability to work in an environment requiring limited direct supervision;

Ability to communicate effectively verbally and in writing;

Ability to establish and maintain effective working relationships with supervisors, other employees, agencies, and contractors.

## **ESSENTIAL JOB FUNCTIONS**

The essential job functions described here are representative of those that must be met by an employee to successfully perform the "Examples of Duties" as listed. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Work is performed in shop, office and equipment storage and operation area settings; some independent travel is required. Hand-eye coordination is required to modify, repair, install, and operate computer equipment and various pieces of office equipment;

While performing the duties of this job, the employee is frequently required to talk or hear; sit, bend, access difficult areas to reach equipment; use hands to handle or operate test and maintenance equipment, office equipment, or controls; reach with hands or arms;

The employee must occasionally lift and/or move up to 75 pounds. The employee must be able to read, write, and communicate in an above average manner to conduct necessary business;

The employee must be capable of reasonable judgement and possess sound reasoning skills due to the independent nature of a portion of the work involved;

The noise level in the shop and/or office environment is usually quiet;

The employee must possess sufficient interpersonal skills to deal with a diverse group of people that may include individuals, City employees, representatives of other government agencies and jurisdictions and/or contractors and service providers;

The employee must have the ability to learn proper techniques and use of computer and telephone equipment;

The employee must possess sound problem solving skills;

The employee must possess normal vision with or without correction, in order to perform maintenance and support duties.

Must be free of conditions that would endanger self or others in the carrying out of duties; must be free of substance abuse (legal or illegal) in order to maintain effective job performance.