

**CLASS TITLE: COMMUNICATION SYSTEM OPERATOR
(DOT)**

**Class Code: 02409400
Pay Grade: 16A
EO: C**

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To operate, on an assigned shift, a 24-hour communications and roadway monitoring systems; collect and disseminate data relative to highway conditions and traffic operations insofar as they related to operations systems, video cameras, and computer terminals as well as to receive and document in detail via entry into a log book or a computer terminal communications received from Department of Transportation (DOT) operations personnel, police, fire and rescue and concerned citizens; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior who reviews daily work activities in process, but always upon completion, for results obtained; to ascertain conformance to divisional and departmental policies, objectives, rules and regulations.

SUPERVISION EXERCISED: Usually none; however, assigns, supervises and reviews the work of temporary or seasonal employees assigned to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To operate on as assigned shift, a 24-hour communications system involving the collection, processing, and dissemination of information and data relative to the maintenance of state highways, roads, bridges and traffic signals insofar as they relate to the safety of the general public.

To monitor traffic on the roadways utilizing video cameras, traffic counting computers and other means.

To prepare and record messages to be broadcast on a Highway Advisory Radio.

To prepare and program messages to be displayed on a variable/dynamic message sign.

To operate and retrieve local weather data and forecasts from weather services and via electronic means.

To monitor security alarms at state-owned buildings.

To monitor alarms at radio towers.

To monitor Emergency Management Agency radio routinely and during out-of-the ordinary emergencies; e.g. hurricanes, blizzards, etc.

To operate and maintain a dictaphone which logs incoming telephone calls and radio broadcasts.

To operate a multi-talk group trunked two-way radio system terminal; to receive and document in detail via entry into a logbook communications received via telephone and radio from police, DOT operations personnel, fire and rescue and concerned citizens.

To operate a computer terminal as part of such a communication system as well as receive and log in daily telephone calls and other inquiries including such special direct radio communication system equipment.

To perform routine security checks of state facilities, as required.

To contact appropriate personnel in response to complaints received.

To perform operational tests of the systems and equipment and enter a log report of operational status.

To operate a computer terminal as part of such a communication system as well as receive and log in daily telephone calls and other inquiries including such special direct radio communication system equipment.

To perform routine security checks of state facilities, as required.

To contact appropriate personnel in response to complaints received.

To perform operational tests of the systems and equipment and enter a log report of operational status.

During off peak periods, to assist with administrative duties (e.g. organizing files, cleaning the operators work area, entering information into data bases, etc.).

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of the operation and use of a multi-talk group trunked two-way radio including related communication system equipment and computer terminals; the ability to operate such equipment and computer terminals; the ability to operate such equipment effectively within prescribed practices and procedures; a working knowledge of the principles and practices of office record retention and maintenance; the ability to communicate effectively, to send and receive oral and written information, data and instructions; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school including or supplemented by the completion of courses in communications, personal computers, and other associated equipment; and

Experience: Such as may have been gained through employment as a fleet dispatcher, communications technician, or other responsible employment in a field operations agency or business involving a complex communications network systems.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: November 19, 2000

Editorial Review: 3/15/03