

# **CLASS TITLE: EMERGENCY MANAGEMENT COMMUNICATIONS SUPERVISOR**

Class Code: 02717500  
Pay Grade: 32A  
EO Code: B

## **CLASS DEFINITION**

**GENERAL STATEMENT OF DUTIES:** Within the Emergency Management Agency, to perform technical and supervisory work in resolving and troubleshooting state and local emergency communications systems for day to day operations and during major emergency incidents for the Operations Support Branch of the Rhode Island Emergency Management Agency; to organize their branch's communication program activities; to coordinate projects and programs with the Federal Emergency Management Agency (FEMA) and local government and participate in major preparedness, response, recovery and mitigation operations; to lead in the installation, maintenance, and repair of a variety of communications equipment, including mobile radios, base stations, transmitting towers, HVAC units and generators; to assist in the establishment and maintenance of communications within both the Emergency Operations Center (EOC) and Mobile Command Posts in order to insure a state of readiness; to be responsible for mechanical and operational readiness of the States two (2) Mobile Command Post and all systems on board as well as five (5) communication tower trailers; to perform Emergency Operations Center duties as required during incident; to do related work as required.

**SUPERVISION RECEIVED:** Works under the administrative direction of a superior with considerable latitude for the exercise of independent judgment and initiative in supervising and organizing the branch's planning or program activities; work is subject to review through consultations and/or written reports for satisfactory performance and conformance to laws, policies, directives, rules and regulations.

**SUPERVISION EXERCISED:** Plans, assigns, supervises and reviews the work of a professional and technical staff.

## **ILLUSTRATIVE EXAMPLES OF WORK PERFORMED**

Within the Emergency Management Agency, performs develops and implements a preventive maintenance program (including annual/semi-annual maintenance checks) to prevent major system failures and to ensure long range reliability of the equipment.

To maintain and ensure compliance of State equipment with agency, state and federal laws/guidelines, etc. through inspection and measurement.

To repair and maintain repair radio transmitting equipment/systems (to include fixed, mobile, portable devices and ancillary equipment-lighting and sirens) utilizing necessary test equipment including computer equipment, test set, and hand tools, etc. to ensure reliable communications.

To perform preventative maintenance on radio transmitting equipment systems according to FCC guidelines and manufacturer's specifications to prevent system failure.

To schedule and perform installation of radio transmitting equipment/systems in vehicles and/or structures according to system operational parameters to meet operational needs of the user.

To program system parameters, talk groups, frequencies, etc. using computer software to maintain or set up radio transmitting equipment/systems (such as P25 - IP network, microwave point-to-point and analog communications).

To inspect equipment, structures, or material utilizing test equipment (such as service monitor,

computer diagnostic software, watt meter) to detect possible failure and discrepancies from performance parameters.

To plan, organize and supervise the work of subordinates and as needed schedule the work of vendors/contractors

To handle complaints received from the public, customers, users and/or staff by gathering information from all parties and makes a decision regarding actions needed.

To coordinate the installation/removal and repair of radio systems by scheduling work activities/logistics of radio personnel and users.

To conduct research and evaluation of new communications technology systems, methods, and instrumentation and makes recommendations as to increased efficiency so that Operations Support Branch productivity along with shop quality can be maintained.

To determine resources and materials needed to accomplish radio communications projects by collecting information (such as cost, resources, staff availability) or using input from staff.

To submit work documents electronically or by mail to verify work completed.

To provide technical expertise to agency users taking into consideration the equipment and system needs and the concerns of users.

To prepare application to the Federal Communications Commission for all licenses and permits pertaining to the operation of a variety of electronic transmitting equipment in concert with the State Wide Interoperability Coordinator.

To attend necessary technical and managerial training (such as radio and IT on-line and resident training systems, webinars).

To attend safety training (such as CPR, First Aid and defensive driving).

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge operations and maintenance policies, practices and procedures used with radio and microwave transmitters, receivers and test equipment; a thorough knowledge of the theory and principles of electricity and radio as applied to the operation and maintenance of a communications net; a thorough knowledge of the Federal Communications Commission rules and regulations pertaining to transmitting and receiving messages by radio, power, microwave and frequency checks required on all transmitting equipment; the ability to use and ability to instruct others in radio testing equipment; the ability to prepare comprehensive reports relative to radio communications nets, equipment needs, and location and type of base and relay stations; the ability to supervise technical personnel; the ability to foster and grow the whole community concept with employees, other state department officials, law enforcement officials, other regulatory or emergency agency officials and the general public; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

**Education:** Such as may have been gained through: Possession of Associates Degree in Emergency Management, Homeland Security, Fire and Life Safety, or a closely related field; and

**Experience:** Such as may have been gained through: considerable experience in emergency management in a private, local, state or federal emergency management agency similar public safety related organization.

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

**SPECIAL REQUIREMENTS:**

At the time of appointment, must possess:

1. A Radiotelephone license issued by the Federal Communications Commission or certification as a two-way radio technician by an approved organization such as the Associated Public Safety Communications Officers (APOC) or the National Association of Business and Educational Radio (NABER) is required.
2. Must obtain and maintain a Department of Homeland Security Clearance.
3. Must have a valid Motor Vehicle Operator's license.

Within six (6) months of appointment (subject to course availability):

1. Must obtain and maintain a Commercial Driver's License (CDL) minimum Class B required, Class A preferred, (CDL License holders are subject to Federal Motor Carrier Safety Administration (FMCSA) and Department of Transportation (DOT) Drug & Alcohol Testing Program) subject to a physical examination administered by a licensed physician.
2. Must obtain and maintain a valid Rhode Island's Operator's license to operate a fork lift.
3. Must obtain and maintain certificates of training for ICS ICS 100, 200, 300, 400, 247a, 248, 251, 700, and 800.
4. Must obtain and maintain the Communication Leader (COMML) certification.

Class Revised: February 19, 2017

Editorial Review: 3-15-2003