

CLASS TITLE: EMERGENCY MANAGEMENT COMMUNICATIONS TECHNICIAN

Class Code: 02715301
Pay Grade: 28A
EO Code: C

CLASS DEFINITION

GENERAL STATEMENT OF DUTIES: Within the Emergency Management Agency, to perform technical work to repair and resolve State and Local emergency communications systems issues for day to day operations and major emergency incidents in the Operations Support Branch of the Rhode Island Emergency Management Agency; to assist 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 assist in the mechanical and operational readiness of the States two Mobile Command Post and all systems on board as well as five communication tower trailers; to perform Emergency Operations Center duties as required during incident; and 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: None.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED

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

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

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

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

To install 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 program all functions of a Communication Leader (COMML) and Communication Technician (COMMT).

To assess daily problems (such as broken equipment, unusual needs/situations, resource availability) and determines appropriate action (fabricates or makes adjustments to equipment,

knowing who to call for staffing/technical support).

To monitor fault management terminal to detect potential problems.

To gather equipment failure information from clients via e-mail or telephone to determine course of action.

To utilize test equipment (such as service monitor, computer diagnostic software, watt meter) to detect possible failure and discrepancies from performance parameters.

To physically inspect aspects of the property (such as fences, grounding equipment, HVAC systems) to determine if the cause of the problem is due to a security breach.

To inspect environmental controls (such as structural integrity, HVAC systems, lighting) to ensure proper performance of all equipment.

To establish and maintain effective working relationships with peers and management by fostering cooperation, sharing of ideas and open/honest communication.

To develop and maintain positive relationships with users by interacting in a professional, customer-focused manner.

To facilitate the sharing of relevant data/information to promote seamless interoperability with local government officials and other agencies.

To enter time and labor or expense information electronically to document weekly schedule and work related travel.

To maintain and updates code plug and other radio databases with current frequency and system operating parameters.

To work in environments that consists of working outside in all seasonal conditions.

To carry equipment (such as service monitors, test equipment, batteries and hand tools) averaging 40 lbs. in weight for short distances.

To work in close/confined quarters such as the trunk of a vehicle, under the dash of a vehicle and crowded equipment enclosures.

To bend, stoop, squat, etc. to pick up equipment, load service vehicle and install equipment.

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

To share relevant data/information with staff of other agencies to promote reliable and efficient communication.

To assist in the crafting of After Action Report (AAR) in relationship to exercises and/ or actual incidents Programs radio transceivers, IP routers and switches using up-to-date, specialized manufacturer's computer software and specialized interface equipment to set up system parameters.

To program security/safety equipment including emergency lighting, camera and siren systems using computer software.

To use computer for daily functions including e-mail systems, word processing systems, database programs, spreadsheets and windows environments.

To participate in performance evaluation discussions with supervisor to understand performance expectations and method by which set goals.

To communicate with peers to discuss joint radio communication issues and activities.

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

To attend safety training as required by agency (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 of telephone and data quality wiring practices and principles; a thorough knowledge of the electronic structured cabling systems; a thorough knowledge of the operating principles of telephone communications; a thorough knowledge of the maintenance of the Mobile Command Center to insure a state of readiness; a thorough knowledge of radio communications and become familiar with the state's radio communications system, including the operation, interoperability, and operation of base stations, repeaters, mobiles, portables and interoperable equipment; a thorough knowledge of program radio subscriber equipment and maintain accurate records pertaining to programming, inventory, and maintenance; a thorough knowledge of Amateur Radio Communications; a working knowledge of technically difficult tasks associated with Emergency Management and Emergency Communications; a working knowledge of Microsoft Server Administration and Microsoft Office; a working knowledge of phone systems to with PBX management system; a working knowledge of satellite systems to provided data and voice communications; perform routine checks on communications and IT equipment and other equipment associated with the unit; the ability to diagnose trouble reports and take appropriate action; the ability to use electronic metering devises; the ability to install telephone terminal equipment; the ability to read and understand complex wiring diagrams; the ability to maintain accurate records; the ability to conduct administrative tasks including but not limited to record maintenance, composition of reports, etc; the ability to conduct maintenance of communications equipment and the purchase of new and or replacement equipment; the ability to conduct evaluation of and establishment of policies and procedures relating to Emergency Management and Emergency Communications; 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 related field such as risk management or continuity planning; and

Experience: Such as may have been gained through: considerable employment 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:

1. Must possess 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 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, within 6 months of employment (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 certificates of training for ICS 100, 200, 300, 400, 247a, 248, 251, 700, and 800.

Within twelve (12) months of appointment (subject to course availability):

1. Must obtain and maintain technician certifications for radio equipment used on State System.

Class Created: February 19, 2017