

CLASS TITLE: SUPERVISING TMC HIGHWAY OPERATIONS TECHNICIAN (DOT)

Class Code: 02409700

Pay Grade: 25A

EO: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: Within the Department of Transportation's Transportation Management Center (TMC), to plan, coordinate, supervise, train and participate in the work of a technical staff engaged in operating radio, telecommunications, Intelligent Transportation Systems (ITS) equipment and computers to provide emergency and non-emergency communications services; to provide such services in a 24/7/365 transportation management center to law enforcement, emergency response, departmental personnel and the general public; to manage the control of communications, information technology systems, recording of information into a dispatch system and databases, maintaining files, and ensuring the readiness of all TMC advisory equipment; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior with wide latitude for the exercise of initiative and independent judgement; work is reviewed upon completion for results obtained and conformance with divisional and departmental policies, objectives, rules and regulations.

SUPERVISION EXERCISED: Plans, assigns, coordinates, trains, and review the work of a transportation telecommunications operations staff.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

Within the Department of Transportation's Transportation Management Center (TMC), to plan, coordinate, supervise, train and participate in the work of technical staff engaged in operating radio, telecommunications, Intelligent Transportation Systems (ITS) equipment and computers to provide emergency and non-emergency communications services.

To provide such services in a 24/7/365 transportation management center to law enforcement, emergency response, departmental personnel and the general public.

To manage the control of communications, information technology systems, recording of information into a dispatch system and databases, maintaining files, and ensuring the readiness of all TMC advisory equipment.

To manage staff operating various communications system equipment involving the collection, processing, and dissemination of information and data relative to the maintenance and safe operation of state highways, roads, bridges and traffic signals.

To ensure staff accurately and timely enter events and incidents into the dispatch system and accurately and timely compile and interpret data related to the TMC (i.e. crash, emergency services, courtesy patrol, etc.).

To notify and dispatch divisional personnel to emergency and non-emergency events such as crashes, road hazards and weather events.

To manage staff that monitor traffic and conditions on the roadways utilizing monitoring electronic devices and the State Police scanner by verifying accidents or incident locations and/or direction.

To survey traffic on interstate system roadways utilizing video cameras from neighboring states.

To manage staff preparing and recording messages for broadcast on a Highway Advisory Radio when a lane is obstructed, or Amber/Silver alerts are activated.

To draft scripts for daily roadwork and special events messaging submitted by maintenance facilities, contractors, Highway Safety and Traffic Management staff and Forecast.

To exchange, collect and disseminate data relative to highway conditions and traffic operations from the intrastate network of TransCOM, ConnTransCOM, MassTransCOM, and the I-95 Corridor Coalition as it relates to RIDOT operations systems.

To prepare and program messages to be displayed on variable/dynamic message signs and to operate and retrieve local weather data/forecasts from weather services.

To monitor security cameras and alarms at state-owned buildings and radio towers as well as the State Police

and Emergency Management Agency communication systems routinely and during out-of-the ordinary emergencies (e.g. hurricanes, blizzards, floods, etc.).

To operate and maintain recording devices which log incoming telephone calls and radio broadcasts as well as operate a multi-talk group trunked two-way radio system console.

To document communications received via telephone and radio from law enforcement, department operations personnel, public works agencies, fire and rescue, RI Emergency Management Agency, and citizens into a database.

To document database reportages and/or complaints by law enforcement agencies, fire departments and citizens regarding road hazard concerns in VUEworks.

To attach work orders to appropriate service requests for a supervisor's review.

To perform routine security checks of state facilities and 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 perform administrative duties during off-peak periods.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, SKILLS AND CAPACITIES: A thorough knowledge of the operation and use of a multi-talk group trunked two-way radio including related communication system equipment; a thorough knowledge of the operation of a computer and considerable knowledge of Microsoft Word and Excel; the ability to operate and troubleshoot special video monitoring equipment, computer and software such as Aimetis, Rhodeways, VUEworks, Platinum Client, Vanguard Professional, and BlinkLink; the ability to operate and instruct others in the use of such equipment effectively; the ability to analyze training needs, administer staff training, and to evaluate training effectiveness; the ability to apply mathematical concepts and the ability to read, analyze, and interpret various logs, crash data and messages to determine pertinent information; a thorough knowledge of the principles and practices of office record retention and maintenance; the ability to communicate both orally and in writing; an advanced ability to establish and maintain collaborative working relationships; the ability to communicate effectively in stressful situations and to send and receive oral and written information, data and instructions; the ability to use significant independent judgement in handling exceptions to established work assignments, priorities and schedules; the ability to interpret regulations, policies, standards, and procedures for emergency management activities; the ability to maintain confidentiality due to law enforcement and their communications; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Possession of an Bachelor's Degree from a college of recognized standing including or supplemented by the completion of courses in communications, computer networks, and other associated equipment; and

Experience: At least three (3) years of employment within a public safety emergency response center, a public works or traffic management operations center, or other computer-aided dispatch system in a technical position such as a fleet operations dispatcher, communications technician, or in a responsible position involving field operations, military service or business involving computer-aided telecommunications network, transportation operations and computerized operations systems.

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

SPECIAL REQUIREMENTS:

1. At the time of appointment and continually thereafter, must be physically qualified to perform assigned duties as evidenced by a physician's certificate.

2. Employee is deemed to be essential personnel and required to report for scheduled activities during adverse weather conditions.

Class Created: July 1, 2012

Class Revised: May 12, 2019