

**CLASS TITLE: SUPERVISING TRANSPORTATION MANAGEMENT
CENTER TECHNICIAN**

**Class Code: 02409700
Pay Grade: 21A
EO Code: C**

CLASS DEFINITION

GENERAL STATEMENT OF DUTIES: To plan, coordinate, supervise, train and participate in the work of a technical staff that operates assigned shifts in a seven-day, twenty-four hour statewide centralized transportation telecommunications and roadway operations monitoring system; to oversee the collection and dissemination of data relative to active highway conditions and traffic operations insofar as they relate to various traffic management systems, such as video cameras, electronic message signs, highway advisory radio, 511 travel advisories, telephones, dispatch and associated computer work stations; to oversee staff in the receipt and documentation, in detail, of all relevant roadway communications received from Department of Transportation (RIDOT) field operations personnel, state and local police, fire and rescue, and concerned citizens; to administer policies and practices governing the operation of complex transportation communication systems and networks; 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 judgment; work is reviewed upon completion for results obtained and to ascertain conformance to divisional and departmental policies, objectives, rules and regulations.

SUPERVISION EXERCISED: Plans, assigns, coordinates trains and reviews the work of an assigned telecommunication operations systems staff.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To plan, coordinate, supervise, train and participate in the work of a technical staff that operates on an assigned shifts within a seven-day, twenty-four hour operation of a centralized statewide transportation telecommunications system and roadway operations monitoring system; to oversee a staff involved in the collection, processing, and dissemination of information and data relative to the maintenance or travel conditions of state highways, roads, bridges and traffic signals insofar as they relate to the safety of the general public.

To oversee a staff monitoring traffic on the roadways using various methods, such as video cameras, traffic counting computers and/or other means.

To oversee the preparation and recording of messages to be broadcast on a statewide Highway Advisory Radio (1630) system.

To oversee the preparation and programming of traveler messages to be displayed on a statewide variable/dynamic message signage system, a 511 traveler information system, e-mail incident notifications, and/or in communications with other states and agencies.

To oversee the operation and retrieval of local area weather data and forecasts from authorized weather services.

To oversee the routine monitoring of security alarms at state-owned buildings, properties, and radio towers.

To ensure all assigned shift personnel perform duties efficiently and in accordance with established policies and procedures, and to recommend or take corrective actions as necessary.

To provide hands-on training and other training support activities to staff as necessary.

To document and make recommendations for appropriate disciplinary action for employee(s) as needed.

To routinely coordinate and monitor communications with the State Police, 911, Emergency Management Agency (EMA) and local public safety radio systems, on a routine basis, as well as during emergencies situations such as natural disasters, hurricanes, blizzards, etc., highway incidents and congestion, and/or any condition(s) that may interrupt or impact the flow of traffic on state roads, highways, and/or bridges.

To oversee the maintenance of an automated Dictaphone or other recording system which logs incoming telephone calls and radio broadcasts.

To oversee the operation and maintenance of a multi-talk-group trunked two-way radio system.

To ensure proper documentation of all communications entries into a logbook; logging all communication received via telephone and radio from state and local police, RIDOT field operations personnel, local fire and rescue personnel and/or concerned citizens.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the interoperation and use of a centralized transportation telecommunication system, multi-talk group trunked two-way radio network including related telecommunication system equipment and computer terminals; a working knowledge of the principles and practices of office record retention and maintenance; a working knowledge of the methods and techniques involved in collecting and analyzing factual data; the ability to analyze training needs and to evaluate training effectiveness; the ability to operate and troubleshoot such equipment and computer-work-station terminals; the ability to operate and instruct others in the use of such equipment effectively within prescribed practices and procedures; the ability to communicate effectively, to send and receive oral and written information, data and instructions; the ability to interpret regulations, policies, standards and procedures for emergency management activities; the ability to prepare clear, accurate and informative reports; and related capacities and abilities.

EDUCATION AND EXPERINECE:

Education: Such as may have been gained through: graduation from a college of recognized standing including or supplemented by the completion of courses in communications, computer networks, and other associated equipment; and

Experience: Such as may have been gained through considerable employment in a technical position in the area of traffic management, traffic control, or transportation operations, or other responsible employment in a field operations public agency, military service, or business involving a complex telecommunications network, transportation operations and computerized dispatching systems.

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

Class Created: July 1, 2012