

CLASS TITLE: TMC HIGHWAY OPERATIONS TECHNICIAN (DOT)

Class Code: 02409400
Pay Grade: 20A
EO: C

GENERAL STATEMENT OF DUTIES: Within the Department of Transportation's Transportation Management Center (TMC), to be responsible for the rapid and efficient use of radio, telecommunications, Intelligent Transportation Systems (ITS) equipment, and computers to provide emergency and non-emergency communications services to law enforcement, emergency response, departmental personnel and the general public; to control communications, including various information technology systems, recording information into a computer-aided dispatch system and a variety of databases, maintaining files, and ensuring the readiness of all TMC advisory equipment; to collect and disseminate data relative to highway conditions and traffic operations as they relate to operations systems, video cameras, and computer-based systems; to receive and document in detail all communications received via entry into a computer; and to do related work as required.

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

SUPERVISION EXERCISED: Usually none.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

Within the Department of Transportation's Transportation Management Center (TMC), to be responsible for the rapid and efficient use of radio, telecommunications, Intelligent Transportation Systems (ITS) equipment, and computers to provide emergency and non-emergency communications services to law enforcement, emergency response, departmental personnel and the general public.

To control communications, including various information technology systems, recording information into a computer-aided dispatch system and a variety of databases, maintaining files, and ensuring the readiness of all TMC advisory equipment.

To collect and disseminate data relative to highway conditions and traffic operations as they relate to operation systems, video cameras, and computer-based systems.

To receive and document in detail all communications received via entry into a computer.

To operate 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 enter events and incidents into the dispatch system as well as to compile and interpret data related to the TMC (i.e. crash, emergency, courtesy patrol, etc.).

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

To monitor traffic and conditions on the roadways by actively observing electronic devices and the State Police scanner and to provide assistance by verifying accidents or incident locations and/or direction.

To survey traffic on interstate roadways utilizing video cameras from the neighboring states' lines, prepare and record messages for broadcasting on Highway Advisory Radio when a lane is obstructed, or when 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 they are related 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 to log incoming telephone calls and radio broadcasts as well as 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 reports and/or complaints by law enforcement agencies, fire departments and citizens in VUEworks regarding road hazards (i.e. debris, potholes, etc.) and other concerns.

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

To perform routine security checks of state facilities as required and contact appropriate personnel in response to complaints received.

To assist with administrative duties (e.g. organizing files, cleaning operator's work area, etc.), test systems and equipment, and enter a log report of operational status during off peak periods.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGE, 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; a working knowledge of the operation of a computer and considerable knowledge Microsoft Word and Excel; the ability to operate special video monitoring equipment, computers and software such as Aimetis, Rhodeways, VUEworks, Platinum Client, Vanguard Professional, and BlinkLink effectively within prescribed practices and procedures; the ability to apply basic mathematical concepts and the ability to read, analyze, and interpret various logs, crash data and messages to determine pertinent information; a working knowledge of the principles and practices of office record retention and maintenance; the ability to communicate, both oral and written, to establish and maintain collaborative working relationships; the ability to communicate effectively in stressful situations, to send and receive oral and written information, data and instructions; the ability to use independent judgement in handling exceptions to established work assignments, priorities and schedules; the ability to maintain confidentiality with law enforcement communications; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

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

Experience: Progressive employment within a public safety emergency response center, a public works or traffic management operations center or other computer-aided dispatch system as a fleet operations dispatcher, communications technician, or in a responsible position involving field operations or business involving computer-aided communications network 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. Must work a variable forty (40) hour work week schedule for a 24/7/365 program operation.
3. Employee is deemed to be essential personnel and required to report for scheduled activities during

adverse weather conditions.

Class Created: November 19, 2000

Class Revised: May 12, 2019