INTRODUCTION

This classification performs management and technical support to the County’s multi-jurisdictional, multi-technology based radio system. This classification is distinguished from the Radio System Communications Technician by requiring management of the division’s budgeting, funding, contracts, leases and compliance, while also providing technical support, performing maintenance, installations, upgrades, repairs, and problem-solving on radios (including vehicle, personal and secured); fixed-site radio equipment; personal computers and computer peripherals related to the communications network, using established procedures. Position is responsible for managing technical assistance to radio and computer users, as well as maintaining hardware and software for telecommunications equipment. Position may oversee radio system technicians, as may be assigned.

EXAMPLES OF PRINCIPAL DUTIES

(Duties assigned to this classification include, but are not limited to, the following examples. Any one position may not perform all listed tasks)

1. Prepare, manage and monitor the division’s annual budget, as well as relevant Request for Proposals, Grants, Contracts and/or Leases.

2. Manage all purchase orders, billing information, labor, services, upgrades, and/or equipment required for the radio system, including being the point-of-contact with assigned vendors and bidders.

3. Configure, install, test, update, maintain and perform repairs on component hardware and software, based on established procedures, including but not limited to, transmitters, receivers, antennas, transmission lines, cabling, secured and portable radio equipment, paging systems, radio and/or communication systems, and other mechanical components and electronic equipment required of the County radio communication systems.

4. Oversee the design, development and/or modification of electronic and other hardware and software equipment used in the operation of County radio systems.

5. Responsible for maintaining current records and logs, including but not limited to, trouble-shooting requests, problems, resolutions, repairs, inventories, maintenance, purchase orders and all required licensing.

6. Provide on-call support for radio or communications network problems.
7. Train and provide documentation to department user personnel as related to the communications network.

8. Establish procedures and protocols to maintain compliance.

9. Work with Department Director for continuing education and training determinations, including but not limited to, licensing requirements and remaining current on relevant technology developments.

10. Serve as Radio Systems Communications liaison at committee meetings as requested for planning and installation of relevant equipment and networks.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED BY THIS POSITION**

**Knowledge of:** Through knowledge of State and Federal Statutes and regulations governing the telecommunications systems, FCC regulatory systems, including how to apply for licenses, update existing license and interpret rule changes; knowledge of implementation procedures for communications between a dispatch center and field radios and personnel; knowledge of UHF, VHF, Microwave and Simulcast radio technologies; knowledge of safety precautions involved in working in high places and cramped quarters with electronic equipment and power tools, including walking and carrying equipment over rough terrain; knowledge of antenna and transmissions line theory, computers, computer concepts, and the operation of computers as related to the communications network; knowledge of principles of project planning and prioritization. **Skill in:** Radio maintenance and repair work including hand-held radios, vehicle radios, and fixed-site radio equipment, based on current technology; skill in procedures for tying 911 communications consoles into radio systems; skill in installation, configuring, testing, adjustment and diagnosis of radio hardware, software and communication components; use of diagnostic equipment for radios and personal computers as related to communication networks. **Ability to:** Communicate effectively in both oral and written forms; effectively convey technical information simply and clearly, understand technical matters and apply technical knowledge in the application of solutions to communication network problems, evaluate different radios and radio technologies to determine how they fit into the County’s radio network, configure radios and work with vendors and users on radio installation, use personal computers and applications, use problem solving techniques and independent judgment, move, lift and install various types of radio and computer equipment, establish and maintain effective working relationships, troubleshoot and resolve technical problems on radios, radio communication components, and computers a related to the communications network, install and diagnose problems with a variety of cabling types, and interpret and apply Federal, State and other policies, procedures, laws and techniques; analyze, interpret, summarize and present technical information and data in an effective manner; and establish and maintain cooperative working relationships with those contacted in the course of work.
Education, experience and training: Journeyman Manufacturing Plant Electrician License or other State authorized equivalent licensing is required and must be maintained. Associate degree or equivalent technical degree in radio communications or computer science, plus three years progressively responsible related work experience in technical support for radios and radio communication equipment, including supporting mechanical equipment, and computers as related to communications network OR a satisfactory equivalent combination of education, experience and training. Valid Oregon driver’s license required at time of appointment. Certification in at least one of the following may be required within 1 calendar year: FCC commercial radio, amateur general, amateur extra or NABER radio.

SUPERVISORY CONTROLS OF THIS POSITION

Work is performed under the general guidance of the IT Director. Employee works regularly on a self-directed basis receiving general instructions regarding the scope of and approach to projects or assignments, but procedures and problem resolution are left to employee discretion and interpretation. Work is reviewed periodically to ensure determinations and decisions made are in accordance to department policy and procedures.

GUIDELINES

Work is performed within established departmental policies and procedures, technical manuals, federal, state and county statutes, rules, regulations and ordinances, personnel rules, software and equipment manuals, and specialized reference guides. Position works regularly on a self-directed basis receiving general instructions regarding the scope of and approach to projects or assignments. Work is accomplished with departmental policy and procedures, technical manuals, federal, state and county statutes, specialized reference guides. Uses independent judgment in problem diagnosis, implementation and daily project priorities and activities, but must receive supervisor review of any decisions involving monetary expenditures or those involving impact to productions systems.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Regular and consistent attendance is required. Work is performed in an outdoor and indoor environment and includes walking on rough terrain and uneven surfaces for distances up to ½ mile in remote areas and in all types of weather, climbing ladders, towers and other structures as needed in all types of weather and at high elevations, and safely carrying and working with hand and power tools. Exposures to the outside elements include, but are not limited to, dampness, bee stings, chemicals, dust, pollen, fumes, extreme outside temperatures, sun, and noisy work area. Physical demands may require bending, color identification, crouching, crawling, gripping hands & fingers, hearing alarms, hearing voice conversation, keyboarding, kneeling, lifting up to 14 pounds regularly and up to 60 pounds rarely, pulling, pushing, reaching, sitting, standing
for long periods, stooping, twisting body, working with electricity, and operating passenger and off road vehicles.