

# COUNTY OF SOLANO

## CLASS SPECIFICATION

### COMMUNICATIONS SUPERVISOR

#### **CLASS SUMMARY:**

Plans, oversees, organizes and participates in the design, implementation, installation, acquisition, operation and maintenance of county-wide radio and telephone communications facilities; direct supervision of communications technicians and exercises functional oversight of contract employees and vendors in the installation and maintenance of communication systems; and performs related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

Incumbent is a working supervisor assigned to oversee radio and telecommunications operations. Position requires advanced technical skills with responsibilities of overseeing, assigning, scheduling, and supervising the day to day tasks of Communications technicians, and participates in technical design, assembly, installation, maintenance, and repair of a variety of radio, microwave and telecommunications systems.

#### **SUPERVISION RECEIVED AND EXERCISED:**

- Receives general direction from a Division Manager.
- Exercises direct supervision over assigned technical staff and may provide direction to other support staff, vendors, and contractors.

**ESSENTIAL DUTIES:** *This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.*

- Plans, oversees, assigns, schedules, prioritizes, reviews and evaluates the activities, programs, and operations of the County's radio and telephone unit.
- Formulates, implements, and determines goals, objectives and long-range plans for the unit's work.
- Implements, interprets and enforces divisional policies and unit procedures; recommends changes or identify the need for new policies and/or procedures.
- Evaluates the services and equipment needs of users; investigates buying, leasing, contracting or other options, including the impact of technological developments, to meet user needs.
- Develops specifications; performs economic analyses; makes recommendations on the selection of equipment required for County communications.
- Coordinates unit services with County departments, law enforcement, local government, fire prevention and similar agencies.

Prepares, negotiates and recommends lease and other contractual agreements between the County and other groups

- Develops, coordinates and manages the preventive maintenance and repair program for equipment for County radio and telephone equipment.
- Advises emergency personnel on the appropriate course of action regarding communications activities during times of emergencies.
- Assigns, trains, supervises, and evaluates the work of technical and contract staff; participates in the selection, promotion, and discipline of assigned personnel; participates in the development of orientation and in-service training programs; conducts regular staff meetings.
- Reviews and implements Federal Communications Commission operational directives, procedures, rules and regulations and ensures the protection of radio frequency channels from interference; ensures all required Federal Communications Commission licenses are kept current for both County and contracting agencies.
- Designs communications systems and/or reviews and critiques the design of communications systems done by outside vendors.
- Assists in development of units operating budget and oversees replacement of radio and telephone equipment. May also provide recommendations regarding capital improvements or facilities replacement.
- Maintains valid licensing for County communications facilities as required by regulatory agencies.
- Acts as the County's technical expert and primary liaison among users, Information Technology Department staff, other departments, and vendors.
- Performs all duties assigned to Communication Technicians on a daily basis.
- Performs other duties of a similar nature or level as assigned.

#### **EDUCATION AND EXPERIENCE:**

**Education:** Equivalent of an Associate's degree in telecommunications, electronics, telephony, or related field or a certificate from an equivalent education/training program.

**Experience:** Five (5) years of full time (or the equivalent of full-time) progressively Responsible experience, three (3) years of which was in a lead or supervisory capacity, which would demonstrate possession of the knowledge, skills and abilities listed above.

**Note:** Additional experience may be substituted for the educational requirement on a year-for-year basis, up to a maximum of two (2) years.

#### **LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:**

- Possession of, or ability to obtain, a valid California Class C driver's license is required.
- Possession of a valid FCC General Radio Operator License or equivalent may be required.

**Note:** All licenses, certificates and registrations must be kept current while employed in this class.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

### **Knowledge of:**

- Principles, practices, and problems of public safety radio communications and general telecommunications systems and the current trends and development of these technologies.
- Standard electronics theory and practices.
- Principles and methods of radio, dispatch, wireless, and land communications systems, including telephone and telecommunications systems, operations and practices.
- The laws, rules and regulations of the Federal Communications Commission including the terminology, tariffs and management of radio or voice, data and wireless and general telecommunication systems.
- Principles, practices, problems, and trends regarding emergency resources, general dispatch services and systems.
- Principles of supervision, staff development and training; modern office methods and procedures.
- Basic management, budgeting and contract development for radio and telecommunications projects.
- Advanced and accepted radio communications theory and practices.
- Advanced and accepted microwave theory.
- Advanced and accepted radio frequency modulation principles.
- Advanced tools and test equipment utilized in the repair and servicing of radio communications equipment.
- Advanced and accepted radio communications transceiving equipment.
- Advanced and accepted principles and practices of installing, maintaining, and repairing digital and analog telecommunications equipment and systems.
- Advanced and accepted principles and practices of data communication as it relates to internet protocol telephony.
- Advanced tools and test equipment utilized in the repair and servicing of telephony and data communications equipment.
- Advanced and accepted telephony/data communications equipment and systems including VOIP and PBX.

**Skills and/or Ability to:**

- Evaluate departmental needs for communication services and order appropriate equipment and services.
- Plan and supervise the work of employees.
- Perform data collection, interpretation and evaluation pertaining to communication systems.
- Analyze situations accurately and adopt effective courses of action.
- Develop long-range plans and programs, which are in conformance with County policies, procedures and goals.
- Understand and carry out both written and oral instructions
- Communicate effectively and tactfully in both oral and written forms, maintaining confidentiality at all times.
- Establish and maintain effective work relationships with those contacted in the performance of assigned duties.

**PHYSICAL REQUIREMENTS :**

- **Mobility and Dexterity:** Positions in this class typically require the following: (1) balancing, stooping, kneeling, reaching, crawling, reaching, fingering, grasping, and repetitive motion; (2) climbing and working safely on ladders (extension and A-frame) and step ladders with a total weight that does not exceed the weight capacity of the ladder or the highest rated capacity of the harnesses and lanyards used for fall protection; and (3) standing or walking approximately seven hours per day on uneven surfaces.
- **Lifting, Carrying, Pushing and Pulling – Medium work:** Positions in this class require exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 of force constantly to move objects. **OR Heavy work:** Positions in this class require exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and /or up to 20 pounds of force constantly to move objects. **OR Very Heavy Work:** Employees in this class will be exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pound of force frequently, and/or in excess of 20 pounds of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, view a computer terminal, read, and to distinguish between normal and off shade colors and to read gauges and meters in dimly lighted areas etc. Positions in this class also require employees to have depth perception and good eye-to-hand coordination in order to operate a motor vehicle and to operate a variety of hand and power tools.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to

express or exchange ideas by means of the spoken word. Detailed or important instructions must occasionally be conveyed to others accurately, loudly, and/or quickly.

- Other: Positions in this class typically require the employee to have sufficient sense of smell, vision, touch and hearing to observe equipment functions for normal and abnormal occurrences.

#### **WORKING CONDITIONS:**

- Office Work plus Outdoor Work: While most work will be in an office setting, visits to outdoor worksites will require an employee in this class to occasionally work outside and be subject to a variety of weather conditions, walking on uneven terrain, and working around vehicles in operation and around machinery with moving parts. **AND/OR**
- Work in an Industrial Area: Employees in this class will often be working in an industrial area and thus will be subject to exposure to moving mechanical parts, electrical currents, toxic agents, fuel, oil, gases, smoke, fumes, odors, dust, and vibrations; employees may be subject to injuries when working with hand and power tools and equipment. **AND/OR**
- Traffic Hazards: Employees in this class will OR may be required to operate a vehicle and thus will be subject to traffic hazards while driving. AND/OR
- Working Alone: Employees in this class may be working in remote areas and/or may be working on night shifts and/or on weekends, and thus may working alone for extended periods of time. AND/OR
- Working at Heights: Employees in this class may be required to work at heights six feet and more above the ground on equipment and structures.

#### **OTHER REQUIREMENTS:**

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. *[and, depending on the position, may include information such as:]* The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- Independent Travel: Incumbents are **OR** may be required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
- Drug Testing: Candidates for positions in this class and employees in this class will be subject to Pre-Employment, Reasonable Suspicion, Post Accident, Return-To-Duty and Follow-Up drug testing in accordance with the Solano County Alcohol and Drug Free Workplace Policy.

**CLASS HISTORY AND CLASS INFORMATION:**

- Date Approved by the Civil Service Commission: December 2017
- Date Adopted by the Board of Supervisors: December 2017
- Date(s) Revised: August 2017