



## City of Irving Job Description

### IT Communications Technician

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Information Technology
<b>Job Code:</b>	13372	<b>Reports To (Job Title):</b>	IT Communications Manager

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#### PURPOSE

This position performs technical work in the installation, repair, and maintenance of the City's communications equipment and systems, and requires a basic knowledge of 12VDC systems, especially in regards to vehicles. This position varies from the IT Communications Analyst position in that it does not require the knowledge to design the various systems maintained, nor a full understanding of all of the systems. It does require, with guidance, the ability to support those systems and to learn their basic operation.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Repair and maintain communications systems and equipment RF infrastructure including but not limited to: Land Mobile Radio System infrastructure, radio base station equipment, portable and fixed mobile radios, solar panel systems, PA sound systems, alarm systems, display systems, outdoor warning systems, microwave and network backhaul.
- Repair IP network infrastructure (Wireless/Wired, Switches, Drops/Termination).
- Repair 12VDC vehicle systems and hardware (MDC, DVR, AVL, ALPS, emergency lights and sirens and other related equipment).
- Perform frequent equipment tests as part of preventive maintenance.
- Provide technical assistance and training to users of communication systems from all departments.
- Install, with supervision, new and upgraded operating system servers, routers, and switches on Motorola Radio system, Siren system, Fire Station Alerting, Microwave, Mobile Data terminals
- Maintain and contribute to the development of guidelines for Radio system security practices.
- Provide technical support and training for end users.
- Install and (re-)configure computer network hardware and Radio network/communications software, *with guidance.*
- Work with hardware and software vendors on installation, project coordination, maintenance, and emergency response.
- Ensure compliance with state and federal regulations, mandates and statutes as they relate to privacy and information security.
- Provide on call support after hours, on a 24 hour, 7 days / week basis.

#### OTHER DUTIES AND RESPONSIBILITIES

- Perform related duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

Supervisory responsibility is not a regular part of the position.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

N/A

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Associate's degree from accredited college or university or equivalent experience in subject field or related to position.

### **EXPERIENCE**

- Two (2) years of job related work experience in information technology support, preferably in communications equipment and systems.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate, valid, state-issued driver's license is required.
- NIMS 100-200-400-700-800 COML
- CJIS qualified

### **KNOWLEDGE OF**

- Computers and Electronics: Electric circuit boards, processors, chips, and computer hardware and software.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- Computer Networks: Various hardware and software necessary to build a functional network, including routers, switches, firewalls, hubs, wiring, and how TCP/IP packets flow through the system.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.
- Architecture and topology of software, hardware, networks, and telecommunications systems.
- Principles, methods and procedures for installing, integrating, and optimizing information systems components.
- Developments and new applications of information technology (hardware, software, telecommunications), and emerging technologies.

- Systems life cycle management concepts.
- Principles, methods, and tools for quality assurance and control, including IT metrics methods and concepts.
- Specifications Assessment: Principles, methods, and tools used in managing requirements.

## **SKILLS AND ABILITIES IN**

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: using logic and analysis to identify the strengths and weaknesses of different approaches.
- Reading Comprehension: Understanding written sentences and paragraphs in work documents.
- Service Orientation: Actively looking for ways to help people.
- Operations Analysis: Analyzing needs and product requirements to create a design.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Written Expression: Communicating information and ideas in writing so others will understand.
- Database Development: Programming the indexing, storing, and retrieving documents.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Judgment and Decision Making: Weighing the relative costs / benefits of a potential action.
- System Perception: Discerning when important changes have occurred or likely will in a system.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Systems Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Information Technology Customer Support: Knowing and demonstrating enough hands-on customer data tools support to effectively provide additional support and lead a technical support team.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form and dealing with several abstract and concrete variables.

## **GUIDANCE RECEIVED**

### **On-going Instructions and Range of Procedures**

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position.

## **CONTACTS**

Internally, this position regularly interacts with all levels of employees, police and fire staff, as well as department employees and IT Staff. Externally, it regularly engages with vendors and support agencies.

## **EQUIPMENT AND PROPERTY**

Equipment utilized by this position may include but is not limited to: Multi-line telephone, fax, copier, scanner, computer, printer, calculator, and/or a vehicle.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee is constantly required to drive a vehicle, grasp, kneel, listen, see, sit, stand, stoop, talk, and walk. Frequently, s/he is required to balance, carry, lift up to 25 pounds, push or pull, and reach. Occasionally, s/he is required to climb, crawl, and lift up to 50 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The employee is constantly exposed to dirty environment. Frequently, s/he is exposed to electrical hazards, stress, noise and moving mechanical parts. Occasionally, s/he may encounter confining work spaces, extreme temperature or weather conditions, and air contamination. Rarely, s/he may encounter high precarious work places. The noise level in the work environment usually is moderate, and this job requires the employee to perform duties or make decisions directly affecting the safety of others.

This individual operates in the Communications shop located on the Briery complex and works in and out of vehicles, ladders, weather signal and radio communications towers. S/he drives to sites to support them often.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.