



City of Irving Job Description

Traffic Operations Center Specialist

FLSA Status:	Non-Exempt	Job Department:	Traffic & Transportation
Job Code:	40372	Reports To (Job Title):	Traffic Engineering Manager

PURPOSE

To monitor and operate the traffic control center, maintain wireless communications and video monitoring at all traffic signal cabinets and provide traffic engineering support as required. Further, to respond to citizen calls regarding traffic-related items.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Monitor and operate the traffic control center.
- Interface with Traffic Signal Technicians to maintain the traffic signal system, including wireless data and video communications from the traffic signal cabinets.
- *As needed*, provide support during emergency management incidents when the Emergency Management Team is activated.
- Conduct weekly signal system, battery backups, school flasher checks; Maintain current signal timing data for traffic signals using MaxView.
- Update traffic count database with counts from the traffic control system, as well as, field inventory database for traffic signal system equipment; Maintain, update, and retrieve information from related departments' databases.
- Work with the signal technician staff, which includes: prioritizing and monitoring work to address maintenance issues; providing direction and/or answering questions as needed; and, assisting with new signal activations, traffic signal updates, and traffic switches.
- Install and maintain traffic signal system equipment inside and outside, which will necessitate working at extreme heights.
- Collect field data (photos, measurements, sketches, traffic counts, etc.) used to create maps, engineering plans, work orders, presentation materials, and graphics.
- Assist in obtaining, processing, and analyzing traffic signal system performance measurement data. Respond to requests for assistance and information from and telephone inquiries.

OTHER DUTIES AND RESPONSIBILITIES

- Work extended shifts/hours, which may include working weekend or evening hours to support traffic management and operations for special events.
- Collaborate with Information Technology to maintain server and network support for the traffic operations center.
- Coordinate with outside firms to maintain radio equipment located at high places.

- Travel to construction sites, meetings, conferences and training.
- Perform related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 2-5 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

N/A

QUALIFICATIONS:

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

EDUCATION

- Equivalent to an Associate's Degree in an engineering or science-related discipline.

EXPERIENCE

- At least three (3) year of related work experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, is required.
- Class A CDL, or ability to acquire within the first six (6) months of hire.
- IMSA Signal Technician II Certification, or ability to obtain within one (1) year of hire.
- IMSA Work Zone Safety Certification, or ability to obtain within six (6) months of hire (TEEX Work Zone Certification will fulfill this requirement).

KNOWLEDGE OF

- Texas Manual Uniform on Traffic Control Devices (TMUTCD)
- Traffic Operations Systems: Traffic Monitoring Cameras and Video Management Systems, as well as, basic system operations.
- Maintenance Principles: Processes involved in upkeep of property and equipment to the optimum state of cleanliness, repair, and efficiency.
- Construction Principles: Materials, methods, and the appropriate tools to construct objects, structures, and buildings.
- Computer Usage: Computer hardware and software applications.
- 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.

- Computers and Electronics: Electric circuit boards, processors, chips, and basic hardware and software, which includes radio-based and fiber optic communications systems.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- City policies and procedures.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, Microsoft Office.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as Cityworks, Synchro, ArcMap/ArcGIS, AutoCAD, as well as, *various database programs*.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions. This includes troubleshooting and resolving problems related to traffic signals and traffic signal systems.
- Database Development: Creating and maintaining databases for large set data storage, retrieval, and analysis.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Sequencing: Correctly follow a given rule or set of rules to arrange things or actions.
- Mechanical/Technical: Safely operating diverse equipment
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Service Orientation: Actively looking for ways to help customers.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Typing: Accurately entering information using computer keyboard.
- Self-Management: Working independently and with minimal supervision.

GUIDANCE RECEIVED

Direction and Varied Methods

Typically receives general direction about assignments and work results to be attained. Requires judgment to determine which methods apply and what data/information should be considered.

Position must think through how issues can be addressed within existing policies and procedures and may assist others with more complex work methods and problems.

CONTACTS

Externally, this position interacts with residents. Additionally, it engages with organizations on the City's behalf, such as the Texas Department of Transportation (TxDOT), the North Central Texas Council of Governments (NCTCOG), Dallas Area Rapid Transit (DART), and organizations related to Emergency Management.

EQUIPMENT AND PROPERTY

This position utilizes a personal computer, smart phone, copier, calculator, fax machine, other standard office equipment, hand tools, power tools, and a departmental 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 lift up to 10 pounds, listen, see, sit, stand, talk, and walk. Frequently, s/he is required to carry, climb, drive a vehicle, grasp, lift up to 25 pounds, lift up to 50 pounds, kneel, push or pull, reach, and stoop. Occasionally, s/he is required to crawl. Further, s/he is required to view cameras and monitors for extended periods of time.

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

* 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.