Job Description

Job Title:	Communications Technician Manager	Classification:	Classified
Department:	Police	Grade:	310
Occupational Group:	Police Technical Support	FLSA:	Non-exempt
Status:	Full-Time	Supervisory:	Yes

Primary Purpose

Under general supervision; manages, maintains, and services the Police 800 MHz radio operating system and related equipment for the Police Department. Supervises, trains, and oversees the work of the Communication Technician.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Supervises the Communication Technician to identify and correct errors; determines training needs; ensures accuracy and timeliness of reports. Trains staff regarding new and revised policies, procedures, and techniques for public safety radio servicing and repair.
2. Facilitates development and implements operating policies and procedures to ensure effective radio system service delivery.
3. Develops, submits, and presents reports for staff review regarding the Police radio system.
4. Identifies and resolves problems regarding current services. Researches and gathers information regarding the development of current and new technologies.
5. Supervises the Communication Technician during installation, maintenance, troubleshooting, and repairs of complex portable, mobile, and fixed voice and data communications equipment and emergency alerting devices.
6. Identifies and documents user requirements; performs systems administration activities on radio trunking terminals.
7. Coordinates with staff to develop and revise procedures to ensure the effective operation of the radio systems; generates required reports.
8. Participates in the full range of duties of subordinate staff as needed to ensure effective provision of technician services. Repairs radio equipment as needed.
9. Works collaboratively with other public safety entities to help facilitate inter-agency interoperability communications.
10. Presents information or reports in meetings with officials from various public safety and emergency service agencies, organizations, and special interest groups.
11. Monitors trends in the radio communications industry including participating in relevant professional organizations, attending seminars or trade shows, and maintaining a strong relationship with vendors and suppliers of communication systems and equipment.
12. Coaches and develops direct reports by providing regular feedback regarding employee performance. Provides timely and constructive feedback through the formal evaluation process.
13. Addresses employee performance concerns in compliance with established policies and procedures. Participates in the disciplinary process by providing critical input prior to the Department Director issuing a final recommendation for disciplinary action in compliance with the City's policies and procedures.

14. Participates in hiring and promotional processes by providing critical input to the Department Director and Human Resources regarding hiring and promotional opportunities. Cooperates and coordinates with the City Human Resources Department to comply with rules and regulations related to recruitment, hiring, and promotional processes.
15. Develops and manages the division's annual budget and serves as the subject matter expert for divisional budget requests included in the departmental budget. Reviews and recommends budget expenditures for non-personnel costs, to the Department Director to ensure spending is minimized and services are maximized throughout the fiscal year, in compliance with the City's purchasing policies and procedures, and are authorized in the budget.
16. Contributes effectively to the Police Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: Methods, principles, practices, tools, and materials of communications technology; principles of electronic theory; tools, materials, methods, and practices of the electronic trades; applicable FCC regulations; technology and applications of public safety communications equipment; parts and supplies needed to perform a variety of maintenance and repairs on communications equipment; occupational hazards and safety practices of the electronic trades; radio tower licensing requirements; office management practices and procedures including employee scheduling, training, evaluating performance, and supervision; budget preparation and monitoring; general Police and Fire Department operations; 800 MHz radio system infrastructure and applications; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relations with Federal, State, and local law enforcement officers, Fire Department, and Emergency Response staff; repairing, testing, maintaining, troubleshooting, and installing a variety of radio communications system components and emergency alerting devices; operating a variety of technical diagnostic equipment; installing communications equipment in passenger cars and large trucks; operating a variety of motorized equipment and vehicles; using hand and power tools associated with the diagnosis, maintenance, and repair of communications equipment; assessing needs regarding equipment purchases, drafting bid specifications, and evaluating bids received; managing improvements/upgrades of the radio system; evaluating staff performance to determine if radio technician services meet established standards; Microsoft Office Suite.

Education: Graduation from an accredited college or university with an Associate's degree in Electronics or related discipline.

Experience: Four years full-time experience in the maintenance and repair of communications equipment including digital and microprocessor-based equipment. Experience maintaining and repairing 800 MHz radio systems and supervisory experience preferred.

Licenses and Certifications: Possess and maintain a valid state issued driver's license. MULES certification is required. General Class Federal Communications Commission (FCC) Radiotelephone Operators' license, Motorola Technician certification, and Association Certified Electronics Technician

(CET) certification is preferred.

Physical Demands Requirements and Working Conditions

Must possess mobility to work in and around Police auto/garage facility to operate a motor vehicle; strength, stamina, and mobility to perform light to medium physical work; work in confined spaces and around machines; inventory parts and equipment; inspect, assemble, troubleshoot, maintain, and install a variety of communication equipment for police vehicles; vision to read printed materials, a computer screen, and inspect parts, motors, and vehicles; hearing and speech to communicate in-person and over the telephone or radio. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, and reach when completing maintenance and repairs. Employees must possess the ability to lift, carry, twist, crawl, push, and pull materials and objects weighing up to 100 pounds, or heavier weights with the use of proper equipment.

Employees work both indoor and outdoor environments and are exposed to loud noise levels, extreme cold and hot temperatures, dust, mechanical, chemical, and electrical hazards, and hazardous physical substances and fumes; may work in cramped spaces and conditions with poor lighting and ventilation; susceptible to mechanical hazards associated with equipment.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position and FLSA status
Revision details: City-wide job description revision and updates; change FLSA status to non-exempt.	