Job Description

Job Title:	Communications Technician	Classification:	Classified
Department:	Police	Grade:	210
Occupational Group:	Police Technical Support	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general supervision; configures, installs, and maintains new and existing analog and digital electronic and computer-based radio communications equipment and emergency alerting devices for public safety vehicles.

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. Installs, maintains, troubleshoots and repairs complex portable, mobile and fixed voice and data communications equipment and emergency alerting devices.
2. Identifies user requirements.
3. Arranges for modifications to tower sites.
4. Performs additions, moves, and changes to communications systems.
5. Performs systems administration activities on radio trunking terminals.
6. Installs radios, antennas, emergency alerting devices, and other equipment as needed.
7. Locates and purchases equipment and parts needed for installation and repair.
8. Maintains working parts inventory; maintains records of repairs made, parts used, and time worked for equipment serviced.
9. Fabricates and installs custom and special use equipment.
10. 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; 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; operating a variety of technical diagnostic equipment used on communications equipment; repairing, testing, maintaining, and troubleshooting, and installing a variety of radio communications system components and emergency alerting devices; 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; Microsoft Office Suite.

Education: High school diploma or GED equivalent required.

Experience: Two years of full-time experience in the maintenance and repair of communications equipment including digital and microprocessor-based equipment.

Licenses and Certifications: Possess and maintain a valid state issued driver's license. General Class Federal Communications Commission (FCC) Radiotelephone Operator's preferred (previously required). Must be able to obtain and maintain certification to operate the Missouri Uniform Law Enforcement System (MULES).

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
Revision details: City-wide job description revision and updates.	