



## TVF&R JOB DESCRIPTION

**TITLE:** Communications Technician

**DIVISION:** Technology Services

**SALARY/WAGE STATUS:** Grade 7

**DEPARTMENT:** Communications

**CIVIL SERVICE STATUS:** No

**FLSA CLASSIFICATION:** Non-exempt

**PERS CATEGORY:** General Service

**SUPERVISOR:** Communications Manager

**BARGAINING UNIT:** No

**SUPERVISION EXERCISED:** None

**SAFETY SENSITIVE:** Yes

### PRIMARY PURPOSE

Responsible for the installation, preventative maintenance and troubleshooting of communications and data systems in mobile environments and fixed facilities.

### ESSENTIAL FUNCTIONS

The essential functions of this position include, but are not limited to, the following duties and responsibilities:

#### Position-Specific Functions

**EQUIPMENT SUPPORT:** Analyzes, plans, installs, and performs maintenance and troubleshooting functions of communications and electronic equipment in mobile environments and fixed facilities. Supported equipment includes but is not limited to mobile radios, base station radios, radio interface systems, fire station notification systems, Code 3 light and warning systems, cellular data service, WiFi connectivity, Mobile Data Computer (MDC), Mobile Data Gateways, as well as GPS and antenna systems.

**RESEARCH/RECOMMENDATIONS:** Researches and develops options and makes recommendations on communications systems for fixed facilities and mobile application environment.

**PARTS/MATERIALS:** Orders parts and installs materials as necessary. Maintains accurate inventory of parts and installation materials.

**CUSTOM SOLUTIONS:** Designs, implements, and documents unique systems, wiring, and/or circuits in response to custom needs of the District.

**PROJECT TASK EXECUTION:** Executes build, testing, and deploy phases of assigned projects under the guidance of a project manager. Provides manager with potential solutions, known roadblocks, estimated costs, and individual steps required.

**PREVENTATIVE MAINTENANCE INSPECTIONS:** Performs regularly scheduled preventative maintenance inspections (PMI) and maintains records and system documentation on all work performed.

#### Standard Functions

**AFTER-HOURS SUPPORT:** Participates in after-hours rotation providing 24 x 7 technical support.

### SECONDARY FUNCTIONS

### **Position-Specific Functions**

Assists the Communications Manager in the development of department goals and objectives.

Represents the District on committees as needed or assigned.

### **Standard Functions**

### **Other Functions**

Must be prepared to report/remain at work during major emergencies, disasters, and some large emergency exercises with little or no notice. Must be able to meet this requirement without substantial delay by taking appropriate steps for individual and family preparedness.

May receive assignments well outside of job description or normal chain of command during major emergencies, disasters and some emergency exercises.

Performs other duties as assigned.

## **JOB QUALIFICATIONS**

This section describes the required and preferred education and experience qualifications, followed by competencies associated with performing the job functions. The education and experience minimum requirements below are those typically required for performing the job functions (unless specifically noted to be *preferred*). Equivalent combinations of education and experience may be considered.

### **Education**

Associate of Applied Science degree in electronics or associated field.

### **Experience**

Three years of experience installing, maintaining and troubleshooting analog and digital two-way radio equipment, mobile data systems, Code 3 lighting and warning systems and equipment relating to public safety applications. Experience in installing, maintaining and troubleshooting comparably complex systems will be considered.

### **Certifications & Licensures**

Communication Unit Leader (COM-L) certification preferred.

### **Position-Specific Requirements**

Proven skills in repairing, troubleshooting, maintaining, modifying and installing communications and electronic equipment and related electronics and communications devices.

Ability to install two-way radios, antennas, and P.A. systems; read and use schematic plans and diagrams; and program two-way radios, base stations and Mobile Data Computer.

Knowledge of heavy equipment and vehicle electrical systems including a multiplex electronic environment as used in complex fire apparatus.

Ability to organize multiple tasks and schedules within discrete projects simultaneously with limited supervision.  
Knowledge of the Motorola R-56 Grounding Standard for the installation of communications equipment in fixed facilities.

Knowledge and skill in the use of various test equipment, tools, materials and troubleshooting techniques to diagnose and maintain communication components and systems.

Demonstrated ability to work collaboratively with internal and external partners to analyze problems and identify solutions.

### **Standard Requirements**

Ability to travel throughout the District to various work site locations in order to fulfill the essential functions of the position. Must possess a current, valid driver's license, and maintain a driving record insurable by the District's insurer in order to drive a District-owned vehicle or drive a personal vehicle for District business.

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Ability to read and understand, and communicate effectively in English, both orally and in writing.

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Solid knowledge of and ability to operate a personal computer and standard office software applications in addition to any specialized software necessary for the performance of job duties.

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Ability to work calmly in stressful situations with frequent interruptions and remain calm in emergent situations.

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Performance of essential functions requires reporting regularly and on-time to assigned work location.

### **TVF&R Core Competencies**

#### **Ethical Integrity**

Adheres to an appropriate and effective set of core values and beliefs during both good and bad times. Acts in line with those values. Rewards the right values and disapproves of others. Practices what is preached. Generates trust by keeping confidences, admitting mistakes and not misrepresenting self for personal gain. Is willing to stand up and be counted.

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#### **Customer Focus**

Is dedicated to meeting the expectations and requirements of internal and external customers. Gets first-hand customer information and uses it for improvements in services. Acts with customers in mind. Establishes and maintains effective relationships with customers and gains their trust and respect.

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#### **Compassion**

Genuinely cares about people. Is concerned about their work and non-work problems. Is available and ready to help. Is sympathetic to the plight of others not as fortunate. Demonstrates real empathy with the joys and pains of others.

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#### **Drive for Results**

Enjoys working hard; uses time effectively and efficiently. Is action oriented and full of energy for the things seen as challenging. Perseveres, especially in the face of setbacks. Steadfastly pushes self and others for results.

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#### **Decision Quality**

Makes good decisions based on mixture of analysis, wisdom, experience, and judgment. Most of one's solutions and suggestions turn out to be correct and accurate when judged over time.

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#### **Interpersonal Savvy**

Relates well to all kinds of people--up, down, sideways, inside and outside the organization--building constructive and effective relationships. Builds appropriate rapport; uses diplomacy and tact. Can defuse even high-tension situations comfortably. Can quickly find common ground and solve problems for the good of all. Can represent own interests and yet be fair to other groups. Practices attentive and active listening; has the patience to hear people out. Is easy to approach and talk to.

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#### **Dealing with Ambiguity**

Can effectively cope with change. Can shift gears comfortably. Can decide and act without having the total picture. Isn't upset when things are up in the air. Doesn't have to finish things before moving on. Can comfortably handle risk and uncertainty.

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#### **Personal Learning**

Knows personal strengths, weaknesses, opportunities, and limits. Is personally committed to and actively works to continuously improve self. Seeks feedback; is open to criticism and receptive to discussion of shortcomings. Understands that different situations and levels may call for different skills and approaches; picks up on the need to change personal, interpersonal, and managerial behavior quickly. Watches others for their reactions to attempts to influence and perform, and adjusts. Works to deploy strengths. Works on compensating for weakness and limits.

## **PHYSICAL REQUIREMENTS**

Physical requirements detailed on separate document found in [this library](#).

### **Additional Description**

N/A

### **Weight**

**Weight****Frequency**


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Ability to lift, carry, push, and/or pull weights up to:

See physical requirements document.

See physical requirement document.

**Fitness for Duty Assessment**

**Fitness for duty assessment required:**

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Yes

**WORKING CONDITIONS****7710--Firefighters & Drivers**

Working conditions are described in detail below.

**Working Conditions--additional description**

Requires frequent exposure to hazards such as extreme temperatures, dust, loud noises, dim lighting, smoke, fumes, chemicals, airborne pathogens and all other hazards encountered in a shop environment. Also, requires occasional exposure to inclement weather as well as all other environmental adversities that may be encountered in the performance of the essential functions. This position may experience occasional stress due to the requirement to meet identified deadlines. May be required to work other than the regular assigned shift for an unspecified length of time. May require overtime work as needed to fulfill workload. The position may also require occasional exposure to working under a high level of stress to meet deadlines. Travel within the District will be required.

**JOB CHARACTERISTICS****Complexity of job tasks**

Predominant work involves various activities involving different, unrelated, but established processes/methods.

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Predominant work involves multiple levels of tasks and subtasks which are interrelated or entangled in ways that differ from one circumstance to another.

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What needs to be done involves analysis of available information to identify inter-relationships and select an appropriate course of action from a number of options—some not always evident—requiring sound judgment.

**Problem solving**

Predominant work involves a wide range of issues and the range of solutions is more varied.

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Problems arise relatively frequently and require detailed information gathering, analysis and investigation.

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Different innovative techniques and methods are applied or a range of imaginative solutions/responses developed.

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Initiative and originality are required in developing and modifying existing approaches to tackle new issues and situations.

**Management responsibility/Resource accountability**

No formal supervisory responsibility, though may assist with work familiarization, initial training and support to new or less experienced colleagues.

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Prepares routine financial and resource information.

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Accountable for effective use of own resources. Uses equipment with reference to established procedures and practices.

### **Decision making**

Predominant decisions are within defined parameters and related to an area of responsibility.

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Predominant decisions are based on policy, procedures and working standards that provide only general guidelines and impact on the work area or specific function.

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Provides information and advice which may be taken into consideration by other decisions makers.

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Predominant actions of the role impact operational efficiency and output, or service delivery for a work area over the short to medium term with limited risk exposure.

### **Accountability to outcomes**

Accountable for the setting of own priorities beyond a day-to-day basis.

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Accountable for planning own work goals and priorities that align with and achieve own and team outcomes.

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Responsible for the accuracy and timeliness of advice provided in relation to an area of responsibility and awareness of the impact of emerging issues on activities.

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Accountable for the achievement of own results which contribute to team goals.

### **Contacts and relationships**

Liaise with stakeholders in relation to a specific area of work; deliver an effective customer service.

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Respond to routine inquiries and assist to resolve routine matters.

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Provide general information, advice and guidance based on established agency procedures.

## **ACKNOWLEDGEMENT**

This job description describes the general nature of the work performed by employees assigned to this job class. It contains a list of required responsibilities and duties. It is not intended to be a complete list, and employees assigned to this job class may occasionally be required to perform duties and handle responsibilities that are not specifically addressed in the assigned job description.

**I have been given the opportunity to speak with my supervisor about any portion of the job description that I do not understand. I have reviewed and understand the job description for my position. I acknowledge that I am responsible for performing the essential functions, duties, and responsibilities described in this job description.**

## **PUBLICATION HISTORY**

### **Creation date**

### **Revision summary (after 2016 Halogen implementation)**

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10/24/19: Physical requirements link repaired.

11/25/19: Minor revisions ahead of position fill.

2/18/20: Corrected salary grade.

10/20/20: Updated supervisor's title; added on-call rotation; other minor edits.