

## JOB DESCRIPTION

**JOB TITLE: Communications Systems Specialist**  
**DEPARTMENT:** Support Services, 911 Program Office  
**REPORTS TO:** 911 Program Manager  
**Non-exempt position - EEO cat 2**

### **SUMMARY:**

As part of the 911 Program Office of South Sound 911, and under the direction of the 911 Program Manager, this non-exempt position works in a section responsible for telecommunications and communications equipment repair, installation, modification and design criteria; oversees the technical aspects of telecommunications and communications systems; maintains parts and equipment inventory; coordinates with vendors, suppliers and outside agency personnel.

### **ESSENTIAL FUNCTIONS:**

Installs, maintains, tests and repairs a 911 telephone system, administrative telephone system, voicemail system, microwave systems, radio control and console equipment, audio recording equipment, security access system and electronic security devices. Performs frequency and audio level tests on radio equipment; troubleshoots problem areas and develops solutions. Participates in system design and layout of new or modified electronic systems. Provides statistical analytics on radio and telephone usage as well as recording needs according to operational needs.

Installs, maintains, tests and repairs computer terminals, personal computers, computer communication devices, printers, electronic generating and power conditioning equipment and other computer interface devices. Maintains inventory and service records; orders equipment and supplies.

Performs preventive maintenance on communications and data processing equipment. Coordinates scheduled maintenance or upgrades with vendors and management.

Diagnoses, troubleshoots, and resolves hardware, software, or other network and system problems, and replaces defective components when necessary. Performs data backups and disaster recovery operations for telephone systems.

Applies APCO and NENA technology standards, as well as FCC Rules and regulations required for installation, operation, maintenance and repair of various communications and electronic equipment.

Gathers data pertaining to customer needs and uses the information to identify, predict, interpret, and evaluate system requirements. Assists in the writing and reviewing Request for Proposals (RFP) or like documents for the purchase of equipment and services needed to maintain equipment, support operations and upgrades that are needed for evolving technology and growing needs of operations.

### **QUALIFICATIONS:**

Associates degree in electronics and/or three years' increasingly responsible experience in installing, maintaining and repairing radio communications, telecommunications, and electronic equipment.

**KNOWLEDGE AND EXPECTATIONS:**

Fluent use of the English language

Understand and follow written and verbal instructions.

Understand and interpret complex rules and procedures.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Work appropriately with confidential material and information.

Work with speed and accuracy.

Follow safety rules and regulations.

Proficient with standard suite of Microsoft Office software and database applications, peripheral equipment, fax machine, phone system, and CD duplicating equipment.

Exercise a high degree of independent judgment in problem solving and decision-making.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.

Maintain cooperative and effective working relationships with others.

Analyze situations quickly and adopt an effective course of action.

Organize work with many interruptions and multiple tasks to meet schedules and timelines.

Maintain regular and predictable attendance.

Skilled in the operation and preventive maintenance of data processing equipment and networks

Knowledge of electronic theory, circuits and components; remain current with developments in electronics and communications.

Knowledge of operational and technical capabilities of radio communications, 911 telephone and related electronic equipment including maintenance and repair techniques.

Knowledge of Voice over IP, Session Initiated Protocol (SIP) traffic, VPN, and network security.

Implements controls to provide security for operating systems, software, and data.

Manages user access to systems and equipment through account management and password administration.

Knowledge of relevant APCO and NENA technology standards and Federal Communications Commission Rules and Regulations.

Ability to operate data processing equipment and networks.

Knowledge of Fiber Optics platforms used for transporting of data.

Ability to perform light readings and basic maintenance of fiber jumpers and patch panels.

Knowledge of preventative maintenance practices as it relates to electronic equipment.

Ability to isolate and/or repair malfunctions in 911 telephone system, administrative telephone system, radio, computer and recording equipment.

Plan, layout and construct new or modified electronic systems.

**LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:**

Possession of a valid Washington State driver's license at time of appointment with maintenance thereafter.

**PHYSICAL REQUIREMENTS:**

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

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to and arms to reach, finger, handle, or feel, and finger dexterity necessary to operate equipment used in the position. The employee may have to climb ladders. Pulling wire from the ladder and the floor is required.

The employee is required to talk, see, and hear. Specific vision abilities required by this job include color vision, close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 35 pounds. Ability to travel and attend meetings away from regular work site may be required.

**WORKING ENVIRONMENT:**

Work is primarily completed in an office environment with frequent interruptions. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis. Sometimes the employee will complete work outdoors. Travel to various work sites and/or meeting locations may be required.

Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of work outside of normal scheduled hours may be required. Rotating on-call schedule covers weekends and after-hours. May be required to work weekends and holidays. Subject to 24-hour, 7-day emergency call out.

**MACHINES/TOOLS/EQUIPMENT/WORK AIDS:**

The employee may have to use personal computers, copy machines, telephones, fax machines, E-mail, calculators, printers test equipment, various hand tools and data bases.

**POTENTIAL HAZARDS:**

The hazards are consistent within an office environment and driving environment.

**ANALYSIS OF PHYSICAL DEMANDS OF POSITION**

<b>Activity</b>	<b>Percentage of time</b>	<b>Activity</b>	<b>Pounds</b>
Standing	25% of time	Pulling	35 lbs.
Walking	25% of time	Pushing	35 lbs.
Sitting	50% of time	Lifting	35 lbs.
		Carrying	35 lbs.

The following abilities are required to perform the essential job functions:

Hearing	YES
Seeing	YES
Depth Perception	YES
Color Vision	YES

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

**ADDITIONAL COMMENTS:**

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Scott Hamel, Deputy Director

REVIEWED BY: Laura Lakowske, Recruiting Coordinator

DATE:

5/4/23

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