

Radio System Technician

Alleghany/Covington Public Safety Radio System Technician

Full-time (non-exempt)

Salary Range: \$43,680 (\$21/hr.) - \$54,995.20 (\$26.44/hr.)

Job Description: General definition and conditions of work

As an employee of Alleghany County, will perform administrative and technical work for a multi-jurisdictional, P25, trunked, simulcast, UHF radio system. Work is performed under the general supervision and authority of the Alleghany County Director of Public Safety and the City of Covington Chief of Police/Director of Public Safety.

Work will be performed in both an office environment and in the field. The job requires regular and frequent contact with vendors, technical advisors from associated organizations, members of the public, law enforcement, and Fire/EMS providers. Contact with other agencies will be at all organizational levels and will require the use of good judgement, communication skills (written/verbal), tact, and analytical skills to resolve technical issues.

This position involves some sedentary work but also will require the exertion of up to 50 pounds of force occasionally and a negligible amount of force is frequently or constantly used to move objects; work requires stooping, kneeling, crouching, reaching, dexterity with fingers, grasping, feeling, and repetitive motions; clear vocal communication is required for accurately conveying detailed instructions and information to others; hearing is required to receive detailed information through oral communication and/or to make fine distinctions in sound from either live transmissions or recorded sound files; visual acuity (corrected) is required for preparing and reviewing written or displayed computer data, the operation of various computer systems, and the ability to apply and enter data into computer systems. This position will require the ability to review the accuracy and thoroughness of work performed by themselves and others and observes the general surroundings and activities of the center for system performance issues. The person filling this position may be subject to adverse environmental conditions (i.e., responding to a communications emergency during a severe weather event and having to perform work in the field).

Essential Functions/Typical Tasks:

- Equipment management including design, installation, maintenance, and upgrades
- System database development, upkeep, and preventative maintenance
- Develops and implements planning for equipment and system upgrades
- Monitors performance of radio system and related equipment
- Ensures the operational readiness radio equipment
- Performs oversight and schedules maintenance on towers, antennas, microwave dishes, heating and A/C units, and generators
- Maintains remote repeater sites ensuring proper operation and security

- Coordinates equipment repair and replacement
- Provides 24/7 on call radio technical assistance to on duty communications staff
- Responds after hours when needed to maintain function of radio and facility systems
- Maintains records and archives data for later access
- Coordinates and maintains accurate records for systems and licenses assigned to the County and City
- Is a point of contact for all agencies communicating on the radio system
- Performs overall supervision of the radio system under the supervision of the Director of Public Safety for the County and the City
- Schedules and performs overall supervision of projects related to the operation of the radio system
- Ability and knowledge to program “mobile” and “portable” radios for P25 trunked system
- Coordinates and oversees the install and/or removal of radios as needed
- Maintains accurate database for radio equipment assignments and frequency lists
- Maintains servers, hardware, software, and software interfaces as related to operational systems
- Maintains computer infrastructure, switches, routers, networks for all systems as required
- Assists in ensuring the security of the radio system and Communication Centers
- Assists in the development of the annual budgets as related to the radio system
- Responds to complaints as necessary
- Provides frontline troubleshooting and determines appropriate route to resolve issues
- Performs maintenance and troubleshooting for radio consoles at the E-911 Communication Centers and other related tasks as necessary

Knowledge, Skills, and Abilities:

Thorough knowledge of Federal and State regulations governing the use of radios and their transmissions; a general knowledge of the county and city geography and highway/street system; knowledge of the principles of telecommunication systems; knowledge of local emergency plans and procedures; comprehensive knowledge in the use of computers and communications equipment (P25 Radio Systems); ability to prepare plans, budget, correspondence, and procedures; ability to clearly communicate ideas to others; ability to work well in emergency/stressful situations; proficient people skills and ability to maintain professionalism required. This position requires the ability to work well both independently and as part of a team when needed. Must be able to be contacted 24 hours a day. Must be a citizen of the United States. Must possess a valid driver’s license and have a good driving record. Preference given to individuals having education including or supplemented by completion of formal training in electronics and related fields.

Education and Experience:

Any combination of education and work experience equivalent to graduation from high school and five years of work experience in a public safety or emergency communications setting. Demonstrated knowledge of computer operating systems and P25 Radio Systems. Preferred experience with working in the public safety field (E-911 Dispatch, Emergency Management, Police, Fire, and/or EMS).

Prior to employment any or all of the following may be required: Polygraph exam, background investigation, pre-employment drug screening and fingerprint based criminal history check.