

## Telecommunications Maintenance Supervisor I

### *Essential Task Rating Results*

1	Supervise the installation of Public Safety Communications structured cabling (e.g., copper, fiber, coax, waveguide) and associated connectors through guidance and oversight to ensure technician tasks are completed in accordance with Public Safety Communications Division policy, industry standards, and Memorandum of Understanding.
2	Supervise the maintenance of Public Safety Communications structured cabling (e.g., copper, fiber, coax, waveguide) and associated connectors through guidance and oversight to ensure technician tasks are completed in accordance with Public Safety Communications Division policy, industry standards, and Memorandum of Understanding.
3	Supervise the repair of Public Safety Communications structured cabling (e.g., copper, fiber, coax, waveguide) and associated connectors through guidance and oversight to ensure technician tasks are completed in accordance with Public Safety Communications Division policy, industry standards, and Memorandum of Understanding.
4	Supervise the installation of public safety two-way radio and emergency warning equipment into public safety vehicles to ensure proper operation and compliance with State and Federal law.
5	Supervise the maintenance of public safety two-way radio and emergency warning equipment into public safety vehicles using appropriate tools and test equipment to ensure proper operation and compliance with State and Federal law.
6	Supervise the repair of public safety two-way radio and emergency warning equipment into public safety vehicles ensuring appropriate tools and test equipment are used by technicians.
7	Inspect technician tools and test equipment to ensure proper and safe use when performing tasks.
8	Inspect technician climbing gear and equipment to ensure proper and safe use when performing tasks.
9	Supervise the modification of Public Safety Communications equipment (e.g., analog and/or digital microwave radios; analog and/or digital multiplex equipment; P25 equipment; low-band, VHF, UHF, 800 MHz base station/repeater 2-way radios, mobiles, portables, trunking, simulcast, consoles, logging recorders, antenna combining systems, computer systems and networks, emergency warning equipment) to facilitate the improvement of public safety radio systems in accordance with Public Safety Communications Division policy, Federal Communications Commission rules, industry standards, and Memorandum of Understanding.

10	Supervise the maintenance of Public Safety Communications equipment (e.g., analog and/or digital microwave radios; analog and/or digital multiplex equipment; P25 equipment; low-band, VHF, UHF, 800 MHz base station/repeater 2-way radios, mobiles, portables, trunking, simulcast, consoles, logging recorders, antenna combining systems, computer systems and networks, emergency warning equipment) to facilitate the improvement of public safety radio systems in accordance with Public Safety Communications Division policy, Federal Communications Commission rules, industry standards, and Memorandum of Understanding.
11	Troubleshoot and repair Public Safety Communications equipment (e.g., analog and/or digital microwave radios; analog and/or digital multiplex equipment; P25 equipment; low-band, VHF, UHF, 800 MHz base station/repeater 2-way radios, mobiles, portables, trunking, simulcast, consoles, logging recorders, antenna combining systems, computer systems and networks, emergency warning equipment) using appropriate tools and test equipment to improve the efficiency of public safety radio systems in accordance with Public Safety Communications Division policy, Federal Communications Commission rules, and/or industry standards.
12	Supervise the maintenance of circuits and components of Public Safety Communications equipment using proper methods (e.g., computer interface, end to end tests, electronic theory knowledge) to ensure functionality of equipment.
13	Verify that electronic test equipment (e.g., RF service monitors, computers, oscilloscopes, metering panels, audio test sets) is functioning within manufacturer specifications to ensure reliable test results.
14	Provide training to technicians regarding tower and structure climbing and snow survival techniques to ensure safety.
15	Develop training programs using procedural manuals, presentations, hands-on demonstration/instruction, and practice to enhance technician performance and ensure job tasks are performed correctly and safely.
16	Schedule preventative maintenance activities in order to ensure proper operation of Public Safety Communications equipment in accordance with Federal Communications Commission regulations and Public Safety Communications Division policy.
17	Maintain field service vehicles to ensure safe and proper operation.
18	Analyze causes of radio frequency interference (e.g., Intermodulation, de-sense, on-carrier interference) with public safety radio systems using test equipment in order to identify the source.
19	Analyze and diagnose sources of radio frequency interference (e.g., Intermodulations, de-sense, on-carrier interference) using applicable methods (e.g., repositioning antennas, removal of rust, retuning transmitter, grounding) within public safety radio systems in accordance with Federal Communications Commission rules and regulations, Public Safety Communications Division policy, and industry standards.
20	Maintain site DC power systems (e.g., solar systems, battery systems, low voltage disconnect units, uninterruptable power supply) by assigning technicians to perform installation and repairs.

21	Assist Telecommunications Engineers in the design of the DC power systems to ensure proper operation of Public Safety Communication systems.
22	Monitor site backup AC power systems (e.g., generators, transfer panels) and report discrepancies to the responsible party.
23	Download files and programs from computer networks to support field operations for Public Safety Communications systems.
24	Supervise the programming of radio personalities into communications equipment to ensure the use of compatible computers with Public Safety Communications systems in accordance with Federal Communications Commission rules and regulations and Public Safety Communications Division policy.
25	Document job-related activities (e.g. service orders, location of equipment, repair parts, weekly time sheets, travel claims, Federal Communications Commission licenses, vehicle logs) in order to maintain public safety radio records and assist with billing.
26	Communicate and illustrate layouts of equipment (e.g., electrical distribution, site access maps, special site considerations and needs, interconnect drawings) using drawings, schematics, or other documentation to assist with the maintenance and engineering of Public Safety Communications systems.
27	Travel to communication sites located in various cities and/or remote mountaintop locations (e.g., 4-wheel drive vehicles, snow cats, helicopters, boats, hiking, snowshoes) to install, maintain, and repair Public Safety Communications equipment.
28	Evaluate after hour call-outs, when on call, to facilitate technician assignment to equipment repairs within the assigned geographical call-out area to maintain public safety communication systems.
29	Perform as Statewide On-Duty Supervisor (e.g., 24 hours, 7 days a week, 365 days a year, weekends, holidays) on an ongoing rotational basis to respond to all after hour emergency outages and calls for service.
30	Create, edit, and maintain trouble ticket database to ensure client incident resolutions in compliance with Public Safety Communications Division policy.
31	Evaluate emergency call-outs to facilitate technician assignment to emergency equipment repairs within the State of California to maintain public safety communication systems.
32	Dispatch Incident Based Technicians to emergency incidents statewide within 2 hours of notification to ensure Public Safety Communication systems are functioning properly.
33	Conduct visual observations in order to report safety issues (e.g., fire dangers, gas leaks, structural damage to radio sites, heating and cooling equipment operation, general site cleanliness, rodent infestations) to ensure continued functionality of Public Safety Communication systems.
34	Communicate with client personnel regarding Public Safety Communications equipment to ensure that systems are being properly maintained and to meet client needs.
35	Demonstrate equipment to clients and explain proper operation and respond to any inquiries or complaints.

36	Represent the organization to clients, the public, government, and other external sources by communicating in person, in writing, by telephone, or e-mail.
37	Provide requested information to managers, co-workers, and staff by telephone, in written form, e-mail, or in person to ensure functionality within the organization.
38	Train technicians and clients, when directed, on the use of Public Safety Communication equipment to ensure safe and proper operation.
39	Provide opportunities for staff development using training, mentoring, and other development techniques to further develop skill levels necessary to complete daily duties of Public Safety Communications technicians.
40	Train staff regarding emerging technologies in order to meet client operational needs.
41	Monitor staff performance and maintain morale by setting clear and achievable expectations and providing developmental opportunities.
42	Encourage and motivate staff using team building activities, challenging assignments, and recognition in order to enhance productivity.
43	Direct staff with regards to customer service standards and monitor performance through client evaluations to maintain positive client relationships.
44	Delegate tasks to assigned personnel to ensure efficient management of workloads.
45	Provide feedback to managers regarding subordinate technician performance, training needs, disciplinary problems, and other job-related tasks.
46	Train assigned personnel in operation and maintenance of electronic test equipment (e.g., RF service monitors, computers, oscilloscopes, metering panels, audio test sets) to enable testing and troubleshooting of Public Safety Communications systems in accordance with division policy.
47	Supervise and coordinate assigned personnel to ensure that services are completed on schedule in accordance with Public Safety Communication Division policies.
48	Coordinate with agencies during scheduled and unscheduled maintenance to alleviate unnecessary service interruptions.
49	Observe staff performance to ensure safety practices are in accordance with applicable policies and procedures and to identify training needs.
50	Manage and schedule shop workload demands to ensure that work assignments and projects are completed in compliance with the policies and procedures of the Public Safety Communications Division to ensure client needs are met as well as project requirements.
51	Supervise office and field staff within a geographical area to ensure effective function of communications networks.
52	Coordinate field activities (e.g., assign technicians, collect data from engineering, coordinate with client and private vendors) and assist Telecommunications Engineers in the overall operation of statewide Public Safety Communications systems.
53	Supervise the design, construction, and installation of complex telecommunications equipment and networks in accordance with Public Safety Communication Division policies.

54	Communicate with managers to provide notification of schedule and updates on current status of tasks.
55	Prioritize workload to ensure critical assignments are completed within deadlines.
56	Supervise and maintain work areas to ensure a clean, safe, and efficient environment that is in compliance with division policy.
57	Oversee the maintenance of staff assigned equipment, service vehicles, and other State equipment to ensure proper care, inventory and use, effectiveness and efficiency.
58	Approve the ordering and purchasing of parts necessary for efficient completion of daily functions within a Public Safety Communications shop.
59	Approve emergency purchases with department charge card in accordance with Public Safety Communications Division policies.
60	Develop and conduct Hiring Interview Plans (HIP) to select qualified candidates in accordance with human resources and union policies.
61	Document and report personnel issues to human resources in adherence with Memorandum of Understanding.
62	Conduct periodic safety meetings with staff to ensure currency with safety procedures.
63	Assist in the review of technician classification specifications to provide updates regarding job duties and requirements.
64	Track staff hours and leave usages to verify the accuracy of time accounting.
65	Approve staff leave requests in accordance with workload requirements to ensure adequate coverage and client support.
66	Approve staff travel advances and travel expense claims in accordance with Public Safety Communications Division policies.
67	Approve training requests in accordance with Public Safety Communications Division policies.
68	Analyze test results and data of complex communications systems (e.g., analog/digital microwave radios; analog/digital multiplex equipment; low-band, VHF, UHF, 800 MHz, trunking, simulcast, consoles, antennas, combining systems) to ensure equipment functionality in accordance with division policies and manufacturer specifications.
69	Evaluate communications equipment and make recommendations to agencies and engineering regarding technologies that improve or enhance system operation.
70	Review technical documentation (e.g., reports, correspondence, work packages) and drawings (e.g., equipment layouts, electrical distribution, site access maps, microwave baseband flow drawings) to ensure accuracy.
71	Maintain technical documentation (e.g., reports, correspondence, work packages) and drawings (e.g., equipment layouts, electrical distribution, site access maps, microwave baseband flow drawings) to ensure shop records are complete and accurate.
72	Approve billing documents (e.g., timesheets, completed work orders, re-bill parts) submitted by technicians ensuring the documents are processed and delivered in a timely fashion.

73	Verify the programming parameters of communications equipment (e.g., analog and/or digital microwave radios; analog and/or digital multiplex equipment; low-band, VHF, UHF, 800 MHz base station/repeater 2-way radios, mobiles, portables, trunking, simulcast, consoles, logging recorders) using compatible computers with public safety communication systems in accordance with Federal Communications Commission rules and regulations and Public Safety Communications Division policy.
74	Verify that Federal Communications Commission (FCC) licenses are posted in accordance with FCC rules and regulations.
75	Review alignment procedures, test methods, and documentation to support proper system level setting and equipment operation.
76	Observe Public Safety Communications system conditions and document, report, and/or resolve safety issues (e.g., fire dangers, gas leaks, structural damage to radio sites, heating and cooling equipment operation, general site cleanliness, rodent infestations) to ensure operability, reliability, and to maintain a safe work environment.
77	Oversee the acquisition and use of technician tools and test equipment to ensure compliance with departmental policy regarding proper, safe, and effective use.
78	Evaluate emergency call-outs in the escalation process to facilitate technician assignment to emergency equipment repairs within the State of California to maintain public safety communication systems.
79	Oversee the dispatch of Incident Based Technicians to emergency incidents statewide to ensure Public Safety Communication systems are functioning properly.
80	Approve emergency high cost purchases with department charge card in accordance with Public Safety Communications Division policies.
81	Determine staffing requirements, and interview, hire and train new employees, and oversee those personnel processes.