

Telecommunications Maintenance Supervisor II

Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results

1	Knowledge of the techniques (e.g., soldering, connectorizing, interpreting schematic diagrams) used in the installation and modification of Public Safety Communications equipment at the component level to ensure proper operation of systems.
2	Ability to modify and assemble communications equipment to properly interface with communications systems in accordance with manufacturer specifications and engineering instructions.
3	Knowledge of the methods of repair, diagnosis, and maintenance of Public Safety Communications equipment and systems at the component level to ensure proper operation.
4	Knowledge of troubleshooting techniques for Public Safety Communications equipment and systems at the component and system level to resolve equipment operation problems.
5	Knowledge of equipment manufacturer's software applications (e.g. consoles, logging recorders, radio programming) to effectively configure and repair Public Safety Communications equipment.
6	Knowledge of operational configurations of hardware (e.g., consoles, logging recorders, repeaters/base stations) within Public Safety Communications systems to ensure proper operations and meet client needs.
7	Knowledge of structured cabling associated with communications systems to successfully interconnect various pieces of equipment.
8	Knowledge of the laws, rules, and regulations of the Federal Communications Commission relating to radio and microwave communications to ensure compliance.
9	Knowledge of safety procedures with regards to climbing, carrying, and lifting to reduce risk of injury.
10	Knowledge of safety procedures in adverse weather conditions to reduce risk of injury.
11	Knowledge of safety procedures to reduce risk of injury associated with hand and power tools (e.g., soldering, drills, grinder).
12	Knowledge of safety procedures to reduce risk of injury associated with traveling (e.g., snowcat, vehicles, snowshoes, boats, helicopters).
13	Knowledge of safety procedures to reduce risk of injury applicable to working with electrical energy (e.g., RF radiation exposure, electrical shock).
14	Knowledge of electrical static discharge (ESD) safety procedures to prevent damage to electronic components.
15	Ability to interpret and apply the laws, rules and regulations of the Federal Communications Commission relating to radio and microwave communications to ensure compliance.

16	Ability to develop innovative solutions to resolve problems and ensure client needs are met.
17	Ability to use basic algebra and electronic formulas to prepare various reports, summaries, and to perform electronic calculations.
18	Ability to read and comprehend written materials (e.g., emails, memos, reports, regulations, policies) in order to apply information and determine appropriate courses of action.
19	Ability to be flexible, adapting to changes in priorities, work assignments, schedules, and other conditions that may impact courses of action for completing projects and assignments.
20	Ability to use precision instruments for measuring radio frequencies, power, deviation, modulation, and other parameters as required by the Federal Communications Commission.
21	Knowledge of computer operating system software (e.g., Linux, Windows, DOS) to meet work requirements.
22	Ability to utilize applications software to prepare reports, memos, and other correspondence.
23	Ability to utilize email software to communicate with staff, clients, and vendors.
24	Knowledge of networking principles (e.g., TCP/IP, UDP, Ethernet networks, routing protocols, FTP, SNMP, DHCP) to manage, configure, and troubleshoot problems on Public Safety Communications systems.
25	Knowledge of antenna system testing methods (e.g., wattmeter, return-loss-bridge, spectrum analyzer) to ensure that antenna system components (e.g., isolators, cavities, coaxial cable, antenna) are operating within design specifications.
26	Ability to instruct others in operating, repairing, maintaining, and installing public safety communication equipment to maintain standards and effectiveness.
27	Ability to communicate clearly when conveying ideas and information in writing.
28	Ability to interpret and clearly communicate policies, procedures, rules, and/or regulations to departmental employees and other government agencies.
29	Ability to establish and maintain effective working relationships with staff and co-workers in order to facilitate a productive work environment.
30	Ability to work independently on projects without immediate manager supervision or detailed instructions.
31	Ability to communicate effectively with staff, co-workers, and clients in a courteous, professional manner to maintain positive relationships.
32	Ability to read and comprehend technical manuals, schematics, drawings, manufacturer specifications, and troubleshooting guides used in the installation, configuration, and repair of communications equipment.
33	Knowledge of proper spelling, grammar, punctuation, and sentence structure to ensure accuracy of documents.
34	Ability to interpret and analyze test results, computer printouts, and trouble reports to determine possible equipment repair needs and/or required repair methods.
35	Ability to create/edit drawings, schematics, or other documentation that illustrate layouts of equipment (e.g., electrical distribution, site access maps, special site considerations and needs, interconnect drawings) to maintain accurate records.

36	Skill to consistently establish and maintain priorities in order to complete projects and assignments within timelines.
37	Knowledge of effective supervisory principles, practices and techniques to plan, oversee, and direct the work activities of personnel.
38	Knowledge of personnel procedures to ensure that personnel actions comply with Public Safety Communications Division policies, rules, regulations, and Memorandum of Understanding.
39	Ability to identify performance issues with assigned personnel and collaborate with human resources and/or management to implement measures that improve performance.
40	Ability to plan, organize, supervise, and direct the work activities of personnel to ensure quality, quantity, and timeliness standards are met.
41	Ability to enforce Public Safety Communications Division policies and guide personnel with regards to acceptable conduct.
42	Knowledge of departmental policies regarding personnel and the procedures used to supervise personnel (e.g., breaks, leave, overtime).
43	Knowledge of various on the job training methods used to improve the performance of personnel.
44	Ability to promote cooperation with individuals, organizations, and agencies serviced by the Public Safety Communications Division.
45	Ability to facilitate meetings (e.g., area, shop, client) and discussions to ensure participants are active and remain focused on the intended topic.
46	Ability to provide detailed instructions to assigned personnel to ensure comprehension and proper completion of tasks.
47	Knowledge of the work request process (e.g., TD-207, PA-207, TD-213) to facilitate the communication needs of the client.
48	Knowledge of the principles of supervision and personnel management.
49	Knowledge of the departmental policy regarding discrimination and harassment and how to handle personnel complaints.
50	Ability to utilize appropriate supervision and management practices related to directing the work of others.
51	Knowledge of the appropriate Memorandum of Understanding for a variety of classifications.
52	Knowledge of the Equal Employment Opportunity Commissions rules for application to personnel issues.
53	Knowledge of the Constructive Intervention Process for effective resolution of staff issues.
54	Knowledge of the Employee Assistance Program to resolve personnel needs.
55	Ability to operate vehicles safely to assist with the daily activities of the Public Safety Communications Division.
56	Knowledge of the methods for using precision instruments for measuring radio frequencies, power, deviation, modulation, and other parameters as required by the Federal Communications Commission.
57	Knowledge of the methods used to diagnose, configure, and repair computer based communications systems to ensure operability and meet client needs.

58	Knowledge of the methods to assemble various configurations of simple networks to assist with connectivity and communication needs.
59	Knowledge of the methods used to test digital transmission formats (e.g., DS3, DS1, DS0, T1) and protocols (e.g., B8ZS, AMI, VoIP/RoIP) to meet communications needs.
60	Ability to read and comprehend technical manuals, schematics, drawings, manufacturer specifications, and troubleshooting guides.
61	Knowledge of methods used to create/edit drawings, schematics, or other documentation that illustrate layouts of equipment (e.g., electrical distribution, site access maps, special site considerations and needs, interconnect drawings) to maintain accurate records
62	Knowledge of State administrative, personnel, and budget procedures and practices to assist with statewide functions.
63	Ability to prepare and present the telecommunications maintenance budget for a region or program.
64	Ability to maintain cooperative relations with client agencies, internal units, and other governmental jurisdictions.
65	Ability to act as a focal point in resolving labor relation matters affecting telecommunications maintenance staff.
66	Ability to plan a regional telecommunications program which includes the development of recruiting methods for minorities, women, and disabled persons.
67	Ability to analyze complex situations and provide advice to senior staff for resolution.
68	Ability to determine appropriate course of action and allocate resources during stressful conditions.
69	Ability to determine the method to disseminate technical and policy information to statewide staff
70	Ability to interpret statistical data to develop guidelines, reports, and various summaries.
71	Knowledge of the methods for detecting, eliminating, and preventing sources of radio frequency interference using test equipment on radio, microwave, and communication systems to ensure proper operation.
72	Ability to direct a complex statewide telecommunications maintenance program.
73	Knowledge of Public Safety Communication technologies (e.g., private line testing, antenna systems, conductance testing, trunking systems) to develop statewide and division policy.
74	Knowledge of State fiscal practices to manage income and expenses for extensive statewide communications.