

## Telecommunications Maintenance Supervisor II

### *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	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.
8	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.

9	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.
10	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.
11	Provide training to technicians regarding tower and structure climbing and snow survival techniques to ensure safety.
12	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.
13	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.
14	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.
15	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.
16	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.
17	Evaluate emergency call-outs to facilitate technician assignment to emergency equipment repairs within the State of California to maintain public safety communication systems.
18	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.
19	Communicate with client personnel regarding Public Safety Communications equipment to ensure that systems are being properly maintained and to meet client needs.
20	Represent the organization to clients, the public, government, and other external sources by communicating in person, in writing, by telephone, or e-mail.

21	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.
22	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.
23	Train staff regarding emerging technologies in order to meet client operational needs.
24	Monitor staff performance and maintain morale by setting clear and achievable expectations and providing developmental opportunities.
25	Encourage and motivate staff using team building activities, challenging assignments, and recognition in order to enhance productivity.
26	Direct staff with regards to customer service standards and monitor performance through client evaluations to maintain positive client relationships.
27	Delegate tasks to assigned personnel to ensure efficient management of workloads.
28	Provide feedback to managers regarding subordinate technician performance, training needs, disciplinary problems, and other job-related tasks.
29	Supervise and coordinate assigned personnel to ensure that services are completed on schedule in accordance with Public Safety Communication Division policies.
30	Coordinate with agencies during scheduled and unscheduled maintenance to alleviate unnecessary service interruptions.
31	Observe staff performance to ensure safety practices are in accordance with applicable policies and procedures and to identify training needs.
32	Supervise the design, construction, and installation of complex telecommunications equipment and networks in accordance with Public Safety Communication Division policies.
33	Communicate with managers to provide notification of schedule and updates on current status of tasks.
34	Prioritize workload to ensure critical assignments are completed within deadlines.
35	Supervise and maintain work areas to ensure a clean, safe, and efficient environment that is in compliance with division policy.
36	Oversee the maintenance of staff assigned equipment, service vehicles, and other State equipment to ensure proper care, inventory and use, effectiveness and efficiency.
37	Approve the ordering and purchasing of parts necessary for efficient completion of daily functions within a Public Safety Communications shop.
38	Approve emergency purchases with department charge card in accordance with Public Safety Communications Division policies.
39	Develop and conduct Hiring Interview Plans (HIP) to select qualified candidates in accordance with human resources and union policies.
40	Document and report personnel issues to human resources in adherence with Memorandum of Understanding.
41	Conduct periodic safety meetings with staff to ensure currency with safety procedures.

42	Assist in the review of technician classification specifications to provide updates regarding job duties and requirements.
43	Track staff hours and leave usages to verify the accuracy of time accounting.
44	Approve staff leave requests in accordance with workload requirements to ensure adequate coverage and client support.
45	Approve staff travel advances and travel expense claims in accordance with Public Safety Communications Division policies.
46	Approve training requests in accordance with Public Safety Communications Division policies.
47	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.
48	Manage the program involving the installation of Public Safety Communications structured cabling (e.g. copper, fiber, coax, waveguide) and associated connectors to ensure the tasks are completed and policy developed in accordance with Memorandum of Understanding, industry standards, and client needs.
49	Manage the program involving maintenance of Public Safety Communications structured cabling (e.g. copper, fiber, coax, waveguide) and associated connectors to ensure the tasks are completed and policy developed in accordance with Memorandum of Understanding, industry standards, and client needs.
50	Manage the program involving repair of Public Safety Communications structured cabling (e.g. copper, fiber, coax, waveguide) and associated connectors to ensure the tasks are completed and policy developed in accordance with Memorandum of Understanding, industry standards, and client needs.
51	Manage the program involving installation of public safety two-way radio and emergency warning equipment into public safety vehicles ensuring proper operation, compliance with State and Federal law, and to meet client needs.
52	Develop policy regarding the installation, maintenance, and repair of public safety two-way radio and emergency warning equipment into public safety vehicles to ensure compliance with State and Federal law and to meet client needs.
53	Manage the program involving maintenance of public safety two-way radio and emergency warning equipment in public safety vehicles to ensure proper operation and compliance with State and Federal law and to meet client needs.
54	Manage the program involving repair of public safety two-way radio and emergency warning equipment in public safety vehicles to ensure proper operation and compliance with State and Federal law and to meet client needs.
55	Oversee the acquisition and use of technician tools and test equipment to ensure compliance with departmental policy regarding proper, safe, and effective use.
56	Develop policy for the acquisition and use of technician tools and test equipment to ensure compliance with departmental policy regarding proper, safe, and effective use.

57	Manage the program involving 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 develop policy and facilitate the operation of public safety radio systems in accordance with State and Federal law, industry standards, and Memorandum of Understanding.
58	Manage the program involving 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 develop policy and facilitate the operation of public safety radio systems in accordance with State and Federal law, industry standards, and Memorandum of Understanding.
59	Manage the program involving the troubleshooting and repair 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 develop policy and facilitate the operation of public safety radio systems in accordance with State and Federal law, industry standards, and Memorandum of Understanding.
60	Manage the maintenance of circuits and components of Public Safety Communications systems (e.g., computer interface, end to end tests, electronic theory knowledge) to ensure functionality of systems.
61	Manage the program involving the safety of technician work environment (e.g. radio towers, radio vaults, shop, travel) in accordance with State and Federal law and California Occupational Safety and Health Administration guidelines.
62	Manage technician training programs (e.g., tower and structure climbing, snow survival techniques, technical training) to ensure personnel safety, maintain proficiency, and meet client needs.
63	Manage program of preventative maintenance activities and develop policy to ensure proper operation of Public Safety Communications equipment in accordance with Federal Communications Commission and Public Safety Communications Division policy.
64	Manage the acquisition of the fleet service vehicles (e.g. snowcats, trucks, 4-wheel drive) and develop policy to ensure safe and proper operation in accordance with State policy.
65	Provide guidance to Telecommunications Maintenance Supervisor I incumbents for variety of troubleshooting issues (e.g., Radio Frequency Interference, Intermodulation) to ensure proper operation of Public Safety Communications systems in accordance with Federal Communications Commission rules and regulations, Public Safety Communications Division policy, and industry standards.

66	Provide guidance to Telecommunications Maintenance Supervisor I incumbents for variety of maintenance issues (e.g., solar system, battery systems, documentation, site layout) to ensure proper operation of Public Safety Communications systems in accordance with Federal Communications Commission rules and regulations, Public Safety Communications Division policy, and industry standards.
67	Document job-related activities of Telecommunications Maintenance Supervisor I incumbents (e.g. service orders, weekly time sheets, travel claims, vehicle logs) in order to maintain division operations.
68	Create technician and supervisor duty schedule and policy for 24 hour call out purposes to ensure proper coverage for the maintenance of Public Safety Communications systems in accordance with the Memorandum of Understanding.
69	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.
70	Oversee the dispatch of Incident Based Technicians to emergency incidents statewide to ensure Public Safety Communication systems are functioning properly.
71	Manage and schedule regional 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.
72	Supervise regional staff to ensure effective function of communications networks.
73	Approve the ordering and purchasing of high cost parts necessary for efficient completion of functions within a Public Safety Communications region.
74	Approve emergency high cost purchases with department charge card in accordance with Public Safety Communications Division policies.
75	Review technician classification specifications to provide updates regarding job duties and requirements.
76	Plan and supervise regional activities to ensure maximum effectiveness of the Public Safety Communications Division.
77	Establish and implement departmental policies, goals, objectives, and procedures, conferring with senior level staff, client officials, and other personnel.
78	Determine staffing requirements, and interview, hire and train new employees, and oversee those personnel processes.
79	Manage regional staff, preparing work schedules and assigning specific duties.
80	Manage dissemination of information to statewide staff to ensure compliance with policy and technical procedures.
81	Oversee the management of technician training programs (e.g., tower and structure climbing, snow survival techniques, technical training) to ensure personnel safety, maintain proficiency, and meet client needs.
82	Oversee the management of the program for preventative maintenance activities and develop policy to ensure proper operation of Public Safety Communications equipment in accordance with Federal Communications Commission and Public Safety Communications Division policy.

83	Oversee regional activities to ensure maximum effectiveness of the Public Safety Communications Division.
84	Coordinate with agencies at the policy level during scheduled and unscheduled maintenance to alleviate unnecessary service interruptions.
85	Collaborate with Deputy Director of the Public Safety Communications Division to resolve problems and develop policy.