

New York State Department of Civil Service
Division of Classification & Compensation

Tentative Classification Standard

Occ. Code 7325100

Communications Technician, Grade 18	7325100
Communications Technician (State Police), Grade 18	7325400
Supervising Communications Technician (State Police), Grade 20	7325800

Brief Description of Class Series

Communication Technicians provide communication, software, and surveillance support to their assigned agency. These positions maintain, troubleshoot, and support communications programs and systems. They travel throughout the New York State in support of communications and systems, and collaborate with vendors and local and State officials regarding maintaining software, equipment, and systems.

Communications Technicians (State Police) are assigned to the State Police Communications Section, and provide mission critical radio and telephone support. These positions travel to tower and router sites to perform maintenance and quality control to ensure vendors are performing necessary work.

Distinguishing Characteristics

Communications Technician: full-performance level; coordinates the installation, programming, and service of communication and surveillance systems; programs technical systems; works directly with County 911 centers regarding software support for systems; coordinates with management concerning radio communication and tower maintenance.

Communications Technician (State Police): full-performance level; repairs, tests, configures, and installs all fixed, mobile, or portable components of land mobile radio communications equipment; oversees work performed by contractors.

Supervising Communications Technician (State Police): supervisory level; supervises staff, including consultants, who repair, test, configure, and install equipment.

Illustrative Duties

Communications Technician

Coordinates the installation, programming and service of the camera and License Plate Recognition (LPR) systems.

Coordinates with vendors concerning installation, evaluation, managed programs, training, and system upgrades.

Troubleshoots and repairs video feeds, LPR data, and power sources.

Maintains, programs, and updates Modular Driven Technology (MDT) systems.

Maintains, programs, and monitors Sierra Wireless Airlink modems.

Works directly with County 911 centers across New York State for Computer Aided Dispatch (CAD) system software installations, updates, and connectivity on MDTs.

Maintains, programs, and repairs Traffic and Criminal program on Mobile Data Terminals and station computers.

Provides technical support during emergencies and drills.

Performs on-scene setup of technical systems aboard emergency command vehicle or other temporary communications facility.

Troubleshoots and resolves connectivity issues with radio, cameras, LPR equipment, mobile data terminals, and vehicle modems throughout the State.

Troubleshoots and resolves software issues with police fleet mobile data terminals.

Uses communication system analyzers and associated test equipment.

Coordinates with regional management concerning radio communications and tower maintenance.

Coordinates the installation, repair, and service of all mobile radios and mobile data equipment in emergency and passenger vehicles.

Operates essential test equipment for all related systems and equipment.

Maintains liaison with vendors for preventative maintenance and repair services and reports any deviations from the contracts.

Communications Technician (State Police)

Assists in the analysis of communication needs for equipment, systems, and services for State Police facilities.

Provides technical support on any emergency, drill or response to call emergencies.

Performs on-scene setup of technical systems aboard emergency command vehicles or other temporary communications facility.

Performs and oversees scheduled and non-scheduled general maintenance on emergency command vehicles and all associated equipment.

Maintains, repairs, tests, configures, and installs all fixed, mobile, or portable components of land mobile radio communications equipment.

Performs land mobile radio performance evaluations statewide.

Operates essential test equipment.

Maintains liaison with vendors for preventative maintenance and repair services.

Prepares orders for equipment, systems, and service.

Reports any deviations from the contracts.

Programs radio, and builds radio files.

Researches and tests equipment.

Travels to regional sites to address issues that arise.

Supervising Communications Technician (State Police)

Supervises technical staff assigned to the Mobile Radio Unit.

- Ensures staff receive training.
- Distributes workload to staff.

Assists in the design phase, and participates in the implementation phase of radio and communications projects.

Maintains liaison with vendors and consultants, and ensures operational integrity and cost effectiveness of existing and proposed systems and equipment.

Reviews requests for quotes and invoices relating to technical projects.

Reviews technical matters referred by the Director of Communications, Radio Engineer, or other personnel.

Proposes new systems or modifications to existing communications systems.

Prepares plans and technical specifications for the purchase of communications equipment.

Assists with formulating Requests for Proposal for release to prospective maintenance vendors.

Oversees the maintenance and updates of all database files associated with communications equipment and engineering functions.

Represents the Director, as required, in all matters pertinent to radio and other communications concerns.

Oversees contractor activities, including review of reports.

Maintains tower unit peripherals.

Minimum Qualifications

Communications Technician (all parenthetics)

Non-Competitive: High school graduate or equivalent, and six years of experience maintaining, testing, configuring, and installing land mobile radio technologies.

Substitutions: An associate's degree in electrical technology or a related field may substitute for two years of experience. A bachelor's degree in electrical technology or a related field may substitute for four years of experience.

Supervising Communications Technician (State Police)

Non-Competitive: seven years of experience as a land mobile specialist or related experience in the implementation and maintenance of communications equipment and systems.

Substitutions: An associate's degree encompassing a field of study involving telecommunications, radio, or computer technology may substitute for two years of experience. A bachelor's degree encompassing a field of study involving telecommunications, radio, or computer technology may substitute for four years of experience.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the

Division of Staffing Services for current information on minimum requirements for appointment or examination.

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