

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

Tentative Classification Standard

Occ. Code 7342020

Communications Technician 1, Grade 10

Brief Description of Class

Communication Technicians 1 provide communication support services to sworn police officers and emergency management personnel and provide telephone answering and complaint services to the general public. These positions are primarily classified at the Office of Parks Recreation & Historic Preservation.

Distinguishing Characteristics

Communications Technician 1: full performance level; operates communication devices including radio receivers and broadcast equipment, telephones, New York Statewide Police Information Network (NYSPIN) and Management Information Network (MIN) terminals, computer, closed circuit television, and electronic security systems.

Illustrative Duties

Controls base, fixed, and mobile communications.

- Maintains status of all mobile radio units in service.
- Monitors all radio equipment in the dispatch area and reports all departures from established procedures to supervisor.
- Provides essential police information to mobile and portable units.
- Responds to emergency calls from mobile operators.

Operates data terminals in compliance with rules and regulations.

- Extracts information requested by police personnel.
- Interprets data and confirms accuracy.

- Reviews messages received on terminals and stores or distributes in accordance with prescribed procedures.

Answers telephone calls and transfers or records and relays messages.

- Obtains necessary information from callers in order to initiate assistance.
- Maintains logs of calls.

Receives and records complaints.

- Gathers pertinent information.
- Relays complaint information to police personnel for investigation.

Maintains blotters, logs, and daily patrol reports detailing specific information regarding police activity during tours of duty.

Prepares and maintains reference files.

Maintains administrative and criminal case files pertaining to the regional police force.

Maintains automated police schedules and duty rosters.

Reports equipment malfunctions to appropriate vendors and coordinates repairs.

Minimum Qualifications

Communications Technician 1

Open-Competitive: High school graduation or possession of a high school equivalency diploma and one year of experience as a public safety radio dispatcher.

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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