



Classification: Communications Technician Trainee (Infrastructure Support Unit)

Title Code: V07442

Pay Range: E01

POSITION SUMMARY: This is an entry-level position assigned to General Headquarters and domiciled at any of the troop headquarters. An individual in this position learns and receives direction in the fundamentals of proper installation, repair, functionality and maintenance of the Patrol or MOSWIN (Missouri Statewide Interoperability Network) base stations, master sites, dispatch consoles and mobile radio equipment located in the assigned district. Work is performed under the close oversight of a designated supervisor who reviews work both during and upon completion.

DESCRIPTION OF DUTIES PERFORMED: (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Receives direction in performing mobile equipment repair and maintenance (e.g., two-way radio equipment, scanners, hand-held radios, emergency signaling equipment and video recording equipment).

Receives direction in performing base station equipment installation, routine maintenance and emergency repairs.

Learns to diagnose and perform master site and radio frequency (RF) site routine maintenance, site optimization and emergency repairs (e.g. HVAC and security systems).

Learns to diagnose and perform weigh station equipment and sound system repair and maintenance.

Receives direction in performing maintenance and testing of uninterruptible power supplies.

Receives direction in performing maintenance and repair of emergency power systems for troop headquarters.

Learns to prepare reports (e.g., repairs, scheduled maintenance, emergency repair, parts acquisition, equipment allocation, suggestions for improvements to patrol radio equipment and systems, etc.).

Learns to diagnose and perform maintenance and repairs to radio console and telephone systems, instruments and equipment at troop headquarters, weigh stations, zone offices and driver examination stations.

Learns to diagnose and perform repair of logging recorders located at troop headquarters used for recording radio traffic and designated telephone lines.

Performs job-related travel throughout the state to assist in the repair and maintenance of radio equipment.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Knowledge of electronics theory related to radio technology.

Knowledge of the telecommunications systems utilized by the Patrol and Department of Public Safety.

Knowledge of the policies and procedures of the the ISU, Operations and Training Unit (OTU) and the User Support Unit (USU) of the Communications Division and how they cooperatively support the general responsibilities of the division.

Knowledge of computer networking and internet protocol (IP) schemes, routers and switches.

Knowledge necessary to work with all voltage electrical systems.

Knowledge of environmental monitoring systems, scada systems and various other low voltage systems.

Knowledge in the use of hand tools, multimeter, service monitor, test sets, soldering equipment, electric drill, power meters, and oscilloscopes.

Knowledge of basic computer networking principles, ethernet wiring, cellular /wi-fi networks, etc.

Possess successful time management techniques and organizational skills.

Ability to respond quickly and effectively in critical situations.

Ability to comprehend complex electronic equipment maintenance manuals and schematics.

Ability to learn to design, install, maintain and repair security systems and access control systems at various facilities (e.g. video surveillance systems).

Ability to learn to identify, diagnose and repair electronic equipment, as well as manage multiple systems on a statewide platform.

Ability to learn and understand various software programs, basic scripts and graphical user interfaces.

Ability to perform job-related travel, as requested.

Ability to lift radio equipment and tools necessary for repair.

Ability to gather, assemble, correlate and analyze facts to be incorporated into reports.

Ability to work closely with others in a cooperative team effort and display leadership abilities, as necessary.

Ability to make decisions in accordance with laws, policies, procedures, regulations and apply these to work problems.

Ability to respond at any time and work long hours without taking a break, possibly in inclement and hazardous weather conditions.

Ability to work with highly sensitive information and in confidential and sensitive areas (e.g. troop evidence rooms, crime laboratories, explosive materials areas, etc.) in a confidential and professional manner.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED: (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Possession of a high school diploma or equivalent,

AND

Successful completion of a two-year technical school with an emphasis in electronics, telecommunications, computer technology or network data communications systems, OR two years of experience in a position where the primary responsibility is installing and/or repairing electronic equipment or comparable experience.

Must meet the qualifications outlined in Section 43.060 RSMo.

NECESSARY SPECIAL REQUIREMENTS: Must be at least twenty-one years of age at the time of appointment.

Must be a resident of Missouri at time of appointment.

Must possess or obtain and maintain a valid driver's license.

Must be of good character and never been convicted of a felony or any crime involving moral turpitude.

Must successfully complete an eighteen-month training period within the ISU.

Per General Order 26-07, uniformed civilian employees will not have tattoos or brands on the head, neck, wrists, or hands. Tattoos and/or brands on any other part of a member or uniformed civilian's body, which would be visible during movements in the performance of their duties while wearing any official uniform or civilian attire, will be completely covered and not visible while on duty.

FLSA STATUS: Non-Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.