

City of Fort Worth, Texas

Job Description

Classification Title	IT Communications Technician		
Job Code:	TC5240	Job Family:	Technical/Para-Professional
Pay Grade	511	Date Reviewed:	07/18/15
FLSA Status	Nonexempt	Date Revised:	10/12/19

GENERAL SUMMARY

Performs work associated with the installation, repair, and maintenance of various electronic equipment and devices. Researches new technical equipment and systems for installation, repair and purchase.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Installs, programs, monitors, maintains, upgrades, and aligns telecommunications equipment that may include telephone equipment, voice mail equipment, handheld equipment or mobile radios and accessories.
2. Diagnoses and resolves problems with communications equipment including call routing, voice mail, IVR systems, Voice over IP systems, general telephone equipment, or radio communications systems and networks, paging systems, dispatch consoles, multi-site microwave radio links, microprocessor-controlled radio transceivers, or peripheral systems and equipment.
3. Performs preventive maintenance duties.
4. Works with contractors and vendors as appropriate to complete projects and assignments.
5. Trains customers in the use of various communications equipment and systems.
6. Performs other related duties as required.
7. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - FCC (Federal Communications Commission) and FAA (Federal Aviation Administration) tower rules and regulations.
 - Networking infrastructure.
 - Motorola Network Management Software.
 - Mobile Data Systems.

- Communications service monitors.
- Automotive electrical systems and metal fabrication for radio installation.
- Customer Programming Software.
- Voltage meters and other electronic troubleshooting equipment.
- Fire alerting and Mobile Data Terminals.
- Fleetmap design and system ability.
- Encryption and security protocols.
- GPS (Global Positioning System) systems and configuration.
- Windows Operating system.
- R56 Regulations.
- Microwave radio networks and path studies.
- Antenna and coax installation on towers.
- Encryption and security protocols.
- Network systems.
- Incident Command System.
- **Skill in:**
 - Troubleshooting and resolving issues with communications equipment.
 - Making sound decisions and using good judgment.
 - Prioritizing work activities.
 - Operating assigned equipment.
- **Ability to:**
 - Diagnose and repair complex communications equipment.
 - Perform duties in high stress emergency situation.
 - Prepare clear and concise reports.
 - Communicate clearly and concisely, both orally and in writing.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Associate's degree from an accredited college or university with major course work in Electronics or a related field and two years of experience in repairing electronic equipment or computers.

OTHER REQUIREMENTS

Valid Texas Driver's License.

NIMS (National Incident Management System) Certification.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting; depending on assignment. Incumbents may be exposed to moving mechanical parts, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, intense noises, gases, vibrations, chemicals, oils and workspace restrictions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Medium work – Depending on assignment, positions in this class typically exert up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.