

State of California  
CALIFORNIA GOVERNOR'S OFFICE OF EMERGENCY SERVICES

**POSITION DUTY STATEMENT**

BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE	CLASS TITLE: Telecommunications Systems Technician II	HEADQUARTERS: Van Nuys
PROGRAM/UNIT: Logistics Management/ Public Safety Operations/Region III Southern / Area 09	POSITION NUMBER: 163-761-6911-009 / 70980	CBID: R12
TENURE: Permanent	TIME BASE: FULL-TIME / Monday-Friday, 7:30 a.m. -4:00 p.m.	WORK WEEK GROUP: 2
APPT. EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: <input type="checkbox"/> 6 Mos. <input checked="" type="checkbox"/> 12 Mos. <input type="checkbox"/> N/A
IMMEDIATE SUPERVISOR: Telecommunications Systems Operations Supervisor I	CONFLICT OF INTEREST CATEGORY: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	DMV PULL PROGRAM: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The California Governor's Office of Emergency Services Mission is to protect lives and property, build capabilities, and support our communities for a resilient California.		
1. SUPERVISION RECEIVED: The Telecommunications Systems Technician II (TST II) is under the general supervision of the Telecommunications Systems Operations Supervisor I (TSOS I).		
2. SUPERVISION EXERCISED: N/A		
3. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES): The incumbent works with various entities and key stakeholders throughout the State, which comprise of federal, state, and local agencies, the general public, and special interest groups. This position is also responsible for establishing and maintaining working relationships with Cal OES customers and co-workers.		
4. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED): The position is responsible for responding to public safety communications problems for State Agency clients. If the TST II duties were not performed, the consequence of error could result in delays on the installation or enhancement of critical public safety communications systems. These delays could result in the loss of property and/or life. Delays could also result in the loss of State or Federal funding and would negatively impact costs, schedules, and potentially scope. Consequences could also include delays to implementation or enhancement of communications systems needed to keep public safety communication systems on-line during emergencies or disasters.		

5. EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:

When requested to fill an operational assignment and until demobilized, the following duties will be performed, and your regular duties may temporarily cease:

May be required to work in the State Operations Center (SOC), Regional Emergency Operations Center (REOC), Joint Field Office (JFO), Area Field Office (AFO), Local Assistance Center (LAC), or other location to provide assistance in emergency response and recovery activities. All staff is required to complete operational related training and participate in one of three Readiness Teams that rotate activation availability on a monthly basis if not assigned to an Operational Branch (e.g., Fire/Law/Region/PSC Operations (Technicians)/PSC Engineering (Engineers)). All staff may be required to participate in emergency drills, training, and exercises.

Staff need to work effectively under stressful conditions; work effectively & cooperatively under the pressure of short leave time; work weekends, holidays, extended and rotating shifts (day/night). Statewide travel may also be required for extended periods of time and on short notice.

While fulfilling an operational assignment it is important to understand that you are filling a specific "position" and that position reports to a specific Incident Command System (ICS) hierarchy. This is the chain of command that you report to while on this interim assignment.

On Call/Standby/Duty Officer (if applicable)

If assigned on-call, standby or as a Duty Officer, you are required to be ready and able to respond immediately to any contact by Office of Emergency Services (OES) Management (including contact from the State of California Warning Center) and report to work in a fit and able condition, if necessary, as requested.

## SPECIAL REQUIREMENTS

- Up to 50% travel may be required to locations outside of assigned area throughout the state for both regular and emergency operations up to two weeks per assignment. Daily travel to field sites may also be required.
- When called to report outside of normal work areas, you must be able to report within one hour.
- Possession of valid driver's license.
- Enrollment and participation in the Department of Motor Vehicles (DMV) Employer Pull Notice Program.
- Must pass and maintain background clearance for access into secure public safety facilities.
- Possession of a Federal Communications Commission (FCC) General Radiotelephone Operator's license or industry accepted equivalent.
- Requires physical agility and stamina to work in, on, and around telecommunications equipment, systems, permanent and mobile towers, antenna structures up to and in excess of 100 feet above ground level and radio vaults to install Public Safety Communications Equipment (PSCE).
- Lift and carry telecommunications equipment weighing up to 50 lbs. unassisted, or 51 lbs. with assistance.
- Perform testing at altitudes from ground level to in excess of 10 thousand feet.
- Work overtime and/or outside of your regular work schedule to respond to emergencies and after-hours calls for service.
- Operate 4 wheel-drive and snow vehicles, side-by-side UTV, in inclement weather conditions such as rain, snow and mud on and off road in mountainous remote locations.
- Work on uneven, rocky ground in inclement weather conditions such as rain, snow, extreme heat, cold and wind.

### 6. JOB DESCRIPTION/GENERAL STATEMENT:

Under the general supervision of the TSOS I, the TST II is responsible for responding to and resolving public safety communications problems for State Agency clients. The TST will also functionally report to assigned shop lead as required. The duties are performed by following FCC rules and regulations; utilizing at a minimum, office provided training, complex test equipment, computers, hand tools, the Telecommunications Division Manual (TDM), and technical literature. Incumbent will communicate effectively on all written and verbal interactions, frequently interfacing with customers and co-workers to resolve issues and collaborate. The TST II will maintain a professional and team centered environment by establishing and maintaining effective working relationships. Incumbent will work proficiently with Microsoft Office products including Word, Outlook, and Excel. Travel to and working in remote locations, high-elevations, and inclement weather conditions may be required.

Percent of Time	ESSENTIAL FUNCTIONS
35%	<p>(E) Communications Network Systems</p> <p>Ensure public safety communications systems are P25 Compliant and function in order to meet customers' requirements. Travel to urban, remote, valley and mountainous environments at ground level to excess of 10 thousand feet to perform installation, maintenance, repairs, configuration, programming, and operational checks on PSCE located throughout the State including but not limited to assigned repair shops, dispatch centers, highly restricted and confidential government buildings, and field sites which may include towers and antenna structures extending up to and above 100 feet off of the ground. Operate 4 wheel-drive, side-by-side UTV, and snow vehicles in inclement weather conditions such as rain, snow, and mud, on both paved and unpaved roads to perform testing, repair, configuration, programming, and maintenance work. Ensure systems are functional and operating within specifications and in accordance with FCC and TDM.</p> <p>Uses physical agility and stamina to work on and around telecommunications equipment, systems, towers, antenna structures and radio vaults and uneven, rocky ground in inclement weather conditions such as rain, snow, extreme heat, cold, wind, and carry equipment up to 50lbs unassisted and above 51lbs assisted. Responsible for installation, repair, configuration, programming, and maintenance of PSCE which operates within frequencies from 30 megahertz to 960 megahertz such as, trunked/conventional base stations, mobile repeaters, simulcast systems, mobile radios, handheld radios, computer-based logging recorders, computer-based dispatch console systems, networks core equipment, switches, routers, servers, firewalls, radio over internet protocol (RoIP), voice over internet protocol (VoIP), local/wide area PSCE networks, public address systems, and combining antenna system, PSCE direct current (DC) and alternating current (AC) power systems, and telephone equipment to component level using specialized test equipment.</p> <p>Maintain and improve a variety of public safety radio systems by remaining an expert in your program. Remain current on industry standards and improved technology and techniques. Ensure compliance with laws, rules, and regulations. Traveling inside/outside of your assigned area for emergencies and projects for up to 2-week periods. Train other technicians as needed.</p>

<p>35%</p>	<p>(E) Preventive Maintenance</p> <p>TST II performs Preventive Maintenance (PM's) on PSCE, such as, trunk/conventional base stations, mobile repeaters, simulcast systems, mobile radios, handheld radios, computer-based logging recorders, computer-based dispatch console systems, networks core equipment, switches, routers, servers, firewalls, radio over internet protocol (RoIP), voice over internet protocol (VoIP), local/wide area PSCE networks, and combining antenna systems, DC and AC power systems using specialized test equipment.</p> <p>While performing preventive maintenance uses physical agility and stamina to work on uneven, rocky ground in inclement weather conditions such as rain, snow, extreme heat, cold and wind. Travel to urban, remote, valley and mountainous environments to perform installation and operational checks on PSCE at ground level to excess of 10 thousand feet located throughout the State including but not limited to assigned repair shops, dispatch centers, highly restricted and confidential government buildings, and field sites which may include towers and antenna structures extending up to and above 100 feet off of the ground. Operate 4 wheel-drive, side-by-side UTV, and snow vehicles in inclement weather conditions such as rain, snow, and mud, on both paved and unpaved roads to perform testing, repair, configuration, programming, and maintenance work. Ensure systems are functional and operating within specifications and in accordance with FCC and TDM.</p> <p>TST II performs PMs on MW equipment, such as microwave radio equipment (both analog and digital), multiplex equipment (both analog and digital), switches, routers, servers, firewalls, network cores, VPNs, VLANs, DMZs, TSM800, Active Directory, DHCP, DNS, SNMP, MW antenna systems, MW DC and AC power systems, and telephone equipment to component level using specialized test equipment. Incumbent performs functional and operational checks.</p>
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20%	<p>(E) Microwave Network Systems</p> <p>Uses physical agility and stamina to work in, on, and around telecommunications equipment, systems, towers, antenna structures and radio vaults to install, maintain, configuration, programming, and repair PSCE at ground level to excess of 10 thousand feet. Perform hands-on testing on telecommunications towers and other structures. Climb towers or antenna structures up to and above 100 feet above ground level, carrying required tools and equipment up to 50lbs unassisted and above 51lbs assisted to test, repair, replace, and/or update PSCE. Ensure remote regions of the state are connected to an integrated network capable of voice and data public safety communications. Perform equipment installation, maintenance, configuration, programming, and repair service on equipment that operates within frequencies from 2 gigahertz to 23 gigahertz in accordance with the Public Safety Microwave Network (PSMN). Follows industry best practices, policies, procedures and Technical Service Manuals, to ensure equipment operates within specifications.</p> <p>Work and operate 4 wheel-drive, side-by-side UTV, and snow vehicles on uneven rocky ground in urban or remote locations inclement weather conditions such as rain, snow, extreme heat, cold and wind, to install, maintain, configuration, programming, and repair microwave (MW) equipment, such as microwave radio equipment (both analog and digital), multiplex equipment (both analog and digital), digital cross connects, switches, routers, servers, firewalls, network cores, local/wide area PSCE networks, VPNs, VLANs, DMZs, TSM800, Active Directory, DHCP, DNS, SNMP, MW antenna systems, MW DC and AC power systems, and telephone equipment using specialized test equipment.</p> <p>Perform functional and operational checks from ground level to an excess of 10,000 feet (in remote locations) to ensure PSCE operates within specifications. Connects dispatch centers to mountain top repeaters for field communications and provides emergency telephone system service and remote facilities equipment monitoring at times traveling inside/outside of your assigned area for emergencies and projects for up to 2-week periods.</p>
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5%	<p>(E) Administrative</p> <p>The TST II will ensure necessary administrative activities are completed in a timely manner, using computer systems and software (i.e.: Microsoft Office Suite, Oracle, and PSC Enterprise System (ES) and following TDM guidelines:</p> <ul style="list-style-type: none"> <li>• Correspond with office staff and submit time to the Area Office.</li> <li>• Utilize Lotus Notes (Leave System) and ES.</li> <li>• Responsible to use CAL-Card within the established procurement rules as defined in the State Administrative Manual (SAM), State Contracting Manual (SCM), and the department's policies and procedures. Train other technicians as needed.</li> </ul>
Percent of Time	MARGINAL FUNCTIONS
5%	<ul style="list-style-type: none"> <li>• Answer telephone calls from customers, suppliers, and Division employees, take messages, and deliver messages to the appropriate individual to ensure the shop is focused on meeting the customers' expectation of responsiveness per Division procedures.</li> <li>• Perform, taking parts inventory and order repair parts, to ensure shops have sufficient parts for daily activities and the Division meets the requirements for inventory control using Property Management guidelines.</li> <li>• Perform miscellaneous shop related responsibilities, which may include general clean-up of the shop, organizing the shop, stocking inventory, or other related activities required to maintain an efficient and safe work environment, per safety practices.</li> </ul>

**PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS**

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: Reviewing mail; preparing various forms; proofreading documents; reading printed material, computer screens, and handwritten materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SITTING: At a computer terminal or desk; conferring with employees.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STANDING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
BALANCING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORKING INDEPENDENTLY: Possesses ability to work independently as well as a team member, have good interpersonal and communication skills, ability to follow directions, take initiative, assume responsibility, and exercise good judgment and tact. Must be able to work alone without much guidance or interaction or interaction from other staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



**PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS**

<b>Activity</b>	<b>Not Required</b>	<b>Less than 25%</b>	<b>25% to 49%</b>	<b>50% to 74%</b>	<b>75% or More</b>
LIFTING UP TO 10 LBS. OCCASIONALLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINGERING: Pushing buttons on telephone; typing; copying.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
REACHING: Answering phones.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARRYING: Distributing mail; reports; stocking supplies.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CLIMBING: stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BENDING AT WAIST:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
KNEELING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
PUSHING OR PULLING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
HANDLING: Documents, manuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DRIVING:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING INDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORKING OUTDOORS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORKING IN CONFINED SPACE: Enclosed office environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING IN RADIO SITES: In both urban and remote mountainous environments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS**

<b>Activity</b>	<b>Not Required</b>	<b>Less than 25%</b>	<b>25% to 49%</b>	<b>50% to 74%</b>	<b>75% or More</b>
WORKING IN & AROUND: Telecommunications equipment, systems and radio vaults. Working at altitudes in excess of 10 thousand feet.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WORKING ON: Uneven rocky ground in inclement weather conditions such as rain, snow, extreme heat and cold.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TRAVELING TO: Urban and mountainous remote sites. Operate 4 wheel-drive and snow vehicles in inclement weather conditions such as rain, snow and mud on and off road in mountainous remote locations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORKING ON AND CLIMBING: Telecommunications towers and structures up to and in excess of 100 feet above ground level.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LIFT & CARRY: Telecommunications radio equipment and test equipment weighing up to 50 lbs. unassisted. Lift and carry telecommunications equipment in excess of 50 lbs. with assistance of other technicians. (Frequency = daily)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
WORK OVERTIME: And respond to after-hours calls for service.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OCCASIONAL TRAVEL: To areas outside of assigned geographical area of responsibility to perform telecommunications work and/or training. May be away from home for periods of up to two weeks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**OTHER INFORMATION**

Must have knowledge of the state and related federal laws, rules, regulations, policies and procedures. Must exercise good writing skills; follow oral and written directions, be responsive to the needs of the public and employees of Cal OES and other agencies; analyze situations and take effective action using initiative, resourcefulness, and good judgment. May need to work with limited supervision.

Consistent with good customer service practices and the goals of the Cal OES Strategic Plan, the incumbent is expected to be courteous and provide timely responses to internal and external customers, follow through on commitments, and solicit and consider internal and external customer input when completing work assignments.

**SIGNATURES**

**Certification of Applicant/Employee**

*Note – If any concerns with performing the duties of this position with or without reasonable accommodation, discuss your concerns with the hiring supervisor, who in turn, will discuss with the Reasonable Accommodation Coordinator.*

*I certify that I possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties as described above with or without reasonable accommodation.*

*I have read and discussed these duties with my supervisor:*

\_\_\_\_\_  
*Employee's Signature*

\_\_\_\_\_  
*Date*

*I certify that the above accurately represents the duties of the position:*

\_\_\_\_\_  
*Supervisor's Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Civil Service Title*