

State of California
GOVERNOR'S OFFICE OF EMERGENCY SERVICES
POSITION DUTY STATEMENT
BU: 1, 4, 9, 10, 11, 12 & 14

EMPLOYEE:	CLASSIFICATION: Telecommunications Systems Technician II	HEADQUARTERS: West Sacramento
PROGRAM/UNIT: Public Safety Communications/Operations Region I Northern/ Area 04	POSITION NUMBER: 163-755-6911-007 (70954)	CBID: R12
TENURE: Permanent	TIME BASE: Full-Time Monday-Friday 7:30 am-4:00 pm	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE): N/A	PROBATIONARY PERIOD: ☐ 6 Mos. ☒ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Telecommunications Systems Operations Supervisor I	CONFLICT OF INTEREST CATEGORY: ☐ Yes ☒ No	DMV PULL PROGRAM: ☒ Yes ☐ No

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. PHYSICAL DEMANDS
SEE ADDITIONAL PAGES

4. 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.

5. 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.

6. 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

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%: 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). 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 Governor's Office of Emergency Services (Cal 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.

7. JOB DESCRIPTION/GENERAL STATEMENT:

Under the general supervision of the TSOS I and/or technical guidance and support of a Telecommunications Systems Technician III (TST III), the TST II is responsible for responding to and resolving public safety communications problems for State Agency clients. The duties are performed by following Federal Communications Commission (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 communicates effectively on all written and verbal interactions, frequently interfacing with customers and co-workers to resolve issues and collaborate. The TST II maintains a professional and team-centered environment by establishing and maintaining effective working relationships. Incumbent works proficiently with Microsoft Office products, including Word, Outlook, and Excel. Travels to and works in remote locations, high elevations, and inclement weather conditions may be required.

In alignment with our commitment to diversity, equity, inclusion, and accessibility, all Cal OES employees are encouraged to promote and foster an equitable and inclusive workplace environment.

Percent of Time	ESSENTIAL FUNCTIONS
35%	Under the general supervision of the TSOS I and/or technical guidance and support of a TST III, the TST II ensures Public Safety Radio Programming/Configuration files are in compliance with FCC specifications, check and/or adjust equipment. • Create, modify, manage, and import/export configurations data file for public safety communications systems. • Maintain up to date knowledge and understanding of various public safety radio systems to ensure compliance with laws, rules, and regulations.
35%	Ensure Public Safety Radio Equipment (PSCE) is in compliance with FCC P25 specifications, check and/or adjust equipment that operates within frequencies from 30 megahertz to 960 megahertz. • Operate and maintain complex test equipment used in checking Public Safety Radio equipment to ensure it is within FCC specifications, verify levels, and adjustments are in accordance with the TDM. • Operate and maintain computers to program, create, configure, import/export data files, diagnose and adjust PSCE, to ensure it is within FCC specifications, and levels and

	adjustments are in accordance with the TDM. Perform functional and operational checks to ensure PSCE operates within specifications.
10%	Repair and Operational Readiness The TST II ensures PSCE and systems are P25 compliant and operating for all Public Safety agencies by checking and repairing equipment in accordance with Technical Service Manuals to ensure it operates within specifications. This includes equipment operating from 30 megahertz to 960 megahertz at a depot/warehouse location or in the field. - Responsible for repairing microprocessor-based mobiles and fixed end equipment, simulcast radio equipment, handheld radios, mobile repeaters, base stations, simulcast systems, 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, trunking radios, alternating current (AC)/direct current (DC) power systems to component level. - Repair PSCE, such as trunked/conventional mobile radio equipment, handheld radios, mobile repeaters, base stations, simulcast systems, 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, DC and AC power systems, and telephone equipment to component level. - Work is primarily performed at a depot or warehouse location but can occur in a wide range of environments throughout the State. Duties require physical agility and stamina to work on uneven, rocky ground in inclement weather, including rain, snow, extreme heat, cold, and wind. Travel may be required to urban, remote, valley, and mountainous regions to perform installation and operational checks on PSCE at ground level and at elevations in excess of 10,000 feet. Work locations may include assigned repair shops, dispatch centers, highly restricted and confidential government buildings, and field sites that may involve towers and antenna structures extending up to and above 100 feet off the ground. The incumbent may operate 4-wheel-drive vehicles, side-by-side UTVs, and snow vehicles in adverse weather conditions such as rain, snow, and mud on paved and unpaved roadways to test, repair, configure, program, and maintain equipment. - Perform functional and operational checks to ensure equipment operates within specifications.
10%	Installation and Operational Checks Ensure public safety communications systems function to meet customers' requirements by performing installation and operational checks on equipment operating from 2 gigahertz to 23 gigahertz, ensuring it is functional and operating within specifications and in accordance with FCC and TDM, whether at a depot/warehouse location or in the field. - Install and interconnect PSCE radio systems into a mock-up environment. - Responsible for installation and repair of 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. - Perform system performance testing before equipment is installed at Public Safety Radio sites to ensure systems are ready for field installation. - Responsible for installation of PSCE, such as trunked/conventional mobile radio, handheld radios, base stations, mobile repeaters, simulcast systems, 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, computer-based logging recorders, dispatch console systems, base stations, mobile repeaters, mobile radios, public address systems, and PSCE combining antenna system, PSCE DC and AC power systems, and telephone equipment. • Work is primarily performed at a depot or warehouse location but can occur in a wide range of environments throughout the State. Duties require physical agility and stamina to work on uneven, rocky ground in inclement weather, including rain, snow, extreme heat, cold, and wind. Travel may be required to urban, remote, valley, and mountainous regions to perform installation and operational checks on PSCE at ground level and at elevations in excess of 10,000 feet. Work locations may include assigned repair shops, dispatch centers, highly restricted and confidential government buildings, and field sites that may involve towers and antenna structures extending up to and above 100 feet off the ground. The incumbent may operate 4-wheel-drive vehicles, side-by-side UTVs, and snow vehicles in adverse weather conditions such as rain, snow, and mud on paved and unpaved roadways to test, repair, configure, program, and maintain equipment. • Perform functional and operational checks to ensure equipment operates within specifications.
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Percent of Time	MARGINAL FUNCTIONS
5%	Administrative, Training, and Shop Duties The TST II trains other technicians as needed and ensure that required administrative activities are completed on time. This includes using computer systems and software (e.g., Microsoft Office Suite, Oracle, and PSC Enterprise System (ES)) and following TDM guidelines. • Correspond with office staff and submit time to the Area Office. • Utilize Empower (Leave System) and PSC-ES database. • Responsible for using 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 in all job functions. • 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. • 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. • 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.
5%	Other Job-Related Duties as Required The incumbent performs other job-related duties as required to fulfill the Cal OES mission, goals, and objectives. Additional duties may include but not be limited to: assisting where needed within the program, which may include special assignments; complying with general State and Cal OES administrative reporting requirements (i.e. completion of time sheets, Empower time reporting, travel requests, travel expense claims, work plans, training requests, individual development plans, etc.); and attendance at staff meetings.

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.	☐	☐	☐	☐	☒
HEARING: Answering telephones; receiving verbal information from outside sources; understanding verbal instruction.	☐	☐	☐	☒	☐
SPEAKING: Receiving visitors; answering inquiries and providing verbal information or instruction.	☐	☐	☐	☒	☐
MOVEMENT: Delivering material to others; picking up materials from others; copying; faxing; distributing information; filing.	☐	☐	☒	☐	☐
SITTING: At a computer terminal or desk; conferring with employees.	☐	☒	☐	☐	☐
STANDING:	☐	☐	☒	☐	☐
BALANCING:	☐	☐	☐	☒	☐
CONCENTRATING: Reviews and reads records/documents, researches, composes, analyzes, compiles, and updates technical documents; multi-tasking; prepares various forms and documents.	☐	☐	☐	☐	☒
COMPREHENSION: Understanding needs of co-workers, clients; understands procedures and practices; Understands laws, regulations related to their work.	☐	☐	☐	☐	☒
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.	☐	☐	☐	☐	☒
LIFTING UP TO 10 LBS. OCCASIONALLY:	☐	☐	☐	☐	☒
LIFTING UP TO 20 LBS. OCCASIONALLY AND/OR 10 LBS. FREQUENTLY:	☐	☐	☐	☒	☐
LIFTING UP TO 20-50 LBS. OCCASIONALLY AND/OR 25-50 LBS. FREQUENTLY:	☐	☐	☒	☐	☐

(CONTINUED)PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
KEYING: Pushing buttons on telephone; typing; copying.	☐	☐	☒	☐	☐
REACHING: Answering phones.	☐	☐	☐	☒	☐
CARRYING: Distributing mail; reports; stocking supplies.	☐	☒	☐	☐	☐
CLIMBING: Stairs	☐	☒	☐	☐	☐
BENDING AT WAIST:	☐	☐	☐	☒	☐
KNEELING:	☐	☐	☐	☒	☐
PUSHING OR PULLING:	☐	☐	☐	☒	☐
HANDLING: Documents, manuals	☐	☐	☐	☒	☐
DRIVING:	☐	☒	☐	☐	☐
OPERATING EQUIPMENT: Computer; telephone; copy machine; fax.	☐	☐	☐	☐	☒
WORKING INDOORS:	☐	☐	☐	☐	☒
WORKING OUTDOORS:	☐	☒	☐	☐	☐
WORKING IN CONFINED SPACE: Enclosed office environment.	☐	☐	☐	☒	☐
WORKING IN RADIO SITES: In both urban and remote mountainous environments.	☐	☒	☐	☐	☐
WORKING IN & AROUND: Telecommunications equipment, systems and radio vaults. Working at altitudes in excess of 10 thousand feet.	☐	☒	☐	☐	☐
WORKING ON: Uneven rocky ground in inclement weather conditions such as rain, snow, extreme heat and cold.	☐	☒	☐	☐	☐
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.	☐	☒	☐	☐	☐
WORKING ON AND CLIMBING: Telecommunications towers and structures up to and in excess of 100 feet above ground level.	☐	☒	☐	☐	☐

(CONTINUED)PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
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)	☐	☒	☐	☐	☐
WORK OVERTIME: And/or outside of your regular work schedule to respond to emergencies and after-hours service call. Must be able to report within one hour.	☐	☐	☒	☐	☐
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	☐	☒	☐	☐	☐

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