

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

EMPLOYEE:	CLASSIFICATION: Telecommunications Systems Operations Supervisor I	HEADQUARTERS: Fresno
PROGRAM/UNIT: Public Safety Communications/ Operations Region II Southern/ Area 08	POSITION NUMBER: 163-760-6909-001 (10857)	CBID: S12
TENURE: Permanent	TIME BASE: Full-Time	WORK WEEK GROUP: E
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	PROBATIONARY PERIOD: ☐ 6 Mos. ☒ 12 Mos. ☐ N/A
IMMEDIATE SUPERVISOR: Telecommunications Systems Operations Supervisor II	CONFLICT OF INTEREST CATEGORY: ☒ Yes ☐ No	DMV PULL PROGRAM: ☒ Yes ☐ No

1. SUPERVISION RECEIVED:
The Telecommunications Systems Operations Supervisor I (TSOS I) is under the direction of a Telecommunications Systems Operations Supervisor II (TSOS II).
2. SUPERVISION EXERCISED:
Exercise functional supervision and coordinate field activities in the overall operation of a statewide telecommunications system.
3. PHYSICAL DEMANDS:
SEE ADDITIONAL PAGES
4. PERSONAL CONTACT (WHO THE EMPLOYEE MAY BE IN CONTACT WITH WHILE PERFORMING DUTIES):
The incumbent is required to meet with all levels, including suppliers, directors/administrators of State and local government agencies.
5. ACTIONS AND CONSEQUENCES (AS RELATED TO DUTIES PERFORMED):
If the TSOS I duties were not performed, then the consequence of error could result in project delays on the installation or enhancement of critical public safety communications systems and networks. These project delays could result in the loss of property and/or life. Project delays could also result in the loss of State or Federal funding and would negatively impact project costs, project schedules, and potentially project scope. Consequences could also include project delays to implementation or enhancement of communications systems/networks needed to keep public safety communication systems / networks 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 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

(CONTINUED) EMERGENCY OPERATIONS – ACTIVATION/OPERATIONAL ASSIGNMENT 100%:
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 direction of a TSOS II, the TSOS I is primarily responsible for supervising the work activities of subordinate staff who respond to Public Safety Communications (PSC) problems for local clients such as California Department of Corrections (CDCR), California Department of Forestry and Fire Protection (CAL FIRE), California Highway Patrol (CHP), California Department of Transportation (DOT), California Department of Water Resources (DWR), California Department of Fish and Wildlife (CDFW), California Governor's Office of Emergency Services (Cal OES), and California Department of Parks and Recreation (DPR).

The duties are performed by following Federal Communications Commission (FCC) rules and regulations and utilizing, at a minimum, office-provided training, complex test equipment, computers, hand tools, Telecommunications Division Manual (TDM), and technical literature. The incumbent performs the following duties to ensure public safety communications are available when required. These duties are performed within the work environment as described in this document:

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%	To maintain operational PSC equipment, systems, and networks for all statewide Public Safety agencies; supervise work activities of subordinate staff at the area office location as well as remote work locations: • Supervise staff in coordinating field activities in the overall operation of statewide telecommunications Public Safety Microwave, PSC Equipment, Systems, and Networks by managing and prioritizing equipment installation, troubleshooting, repairs, programming, exporting/importing data files, configuring data files, security of systems/networks, and maintenance. • Supervise staff in coordinating PSC maintenance, installation, troubleshooting, repairs, programming, exporting/importing data files, configuring data files, security of systems/networks activities, and resources with client agencies by scheduling and monitoring work activities. • Oversee and approve technician time accounting for client billing. • Oversee staff in providing client agencies with technical support and expertise related to PSC systems/networks, installation, troubleshooting, repairs, programming, exporting/importing data files, configuring data files, security of systems/networks, and

	maintenance of PSC systems/networks and related equipment. • Direct staff in coordinating and allocating resources for project management of complex public safety communications systems and networks
20%	To ensure state resources are accounted for: • Manage an inventory of specialized equipment and property types, including specialized test equipment, technician service vehicles, office equipment, and technician laptop computers. • Review and approve Cal-Card holder's usage of the State-assigned credit card, including review and approval of bank statements, invoices, and procurement documents. Ensure the Cal-Card package is compiled correctly, in compliance with the Cal-Card program requirements, and submitted timely.
15%	To maintain a safe working environment, ensure that proper and safe procedures are followed by all staff: • Stay up to date on all safety standards and policies, including those related to tower climbing and safety procedures. • Develop, implement, and monitor employee safety procedures and practices. • Provide training and safety materials to staff as required. • Participate in the testing and evaluation of new equipment. • Develop special test procedures and techniques. • Assist Operations Management in developing maintenance procedures and programs. • Interpret laws, rules, and regulations of the Federal Communications Commission and the State of California relating to radio and microwave in the Public Safety Communications systems and networks.
10%	To ensure public safety communications systems and networks are repaired in a timely and effective manner, manage a statewide after-hours (all hours outside of business hours, including weekends and holidays) Public Safety Radio maintenance program. • Monitor and direct repair efforts for California's statewide Public Safety Microwave Network and PSC systems / Networks by assigning staff on a rotational basis. • Prepare incident reports of all after-hours maintenance activities.
10%	To effectively hire, manage, coach, and direct subordinate staff in accordance with the California Governor's Office of Emergency Services constructive intervention process, Office of Legal Services direction, Equal Employment Opportunity and Memorandum of Understanding (MOU) provisions, and established personnel policies, rules, and regulations: • Train employees as needed. • Hire staff to support program and organizational needs in compliance with state personnel policies and procedures. • Identify performance expectations utilizing the Essential Functions Duty Statement, probationary reports, and/or Individual Development Plans (IDP) and conveys expectations to the employee via written and verbal communication/direction. • Monitor performance through various production documents, supervisor's daily reports, personal observations, and by following up with employees to ensure that performance expectations are being met. • Provide feedback to employees on performance, noting exceptional performance as well as areas of needed improvement through regular discussions. • Sustain employee performance using the departmental constructive intervention and progressive discipline principles and processes.

Percent of Time	MARGINAL FUNCTIONS
5%	To maintain accurate billing, time reporting, and efficient shop operations in accordance with department and division policies, guidelines, and MOU provisions: • Ensure sufficient leave credits are available and approve or deny staff requests for time off. • Evaluate and verify the need for overtime and approve if appropriate. • Approve or disapprove Project Time Reporting (PTR) entries for subordinate staff within specified timelines. • 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, or assist in taking parts inventory and order repair parts to ensure the 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 cleanup 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.	☐	☒	☐	☐	☐
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)	☐	☐	☐	☒	☐

(CONTINUED) PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS

Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
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