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 III	HEADQUARTERS: Sacramento
PROGRAM/UNIT: Public Safety Communications/ Operations Region I Northern/ Area 40	POSITION NUMBER: 768-6910-001 (70882)	CBID: R12
TENURE: Permanent	TIME BASE: Full-Time Tuesday– Friday 7:00 am–5:30 pm	WORK WEEK GROUP: 2
APPT EFFECTIVE DATE:	RANGE (IF APPLICABLE):	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 III (TST III) is under the direction 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 III 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 direction of the TSOS I, the TST III is responsible for responding to and resolving the most critical and complex public safety communications problems for State Agency clients. The TST III also provides technical guidance and support to one or more technicians and may act as the area supervisor in their absence. Incumbents perform the full range of technician responsibilities required to ensure the continued operation of all public safety communication network/systems and equipment, which requires comprehensive knowledge of all public safety communication network/systems, including the most critical and complex. 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. In providing technical guidance and support, incumbents plan, organize, oversee, and coordinate the work activities of other technicians within an assigned geographic shop or microwave area to ensure the quality, quantity, and timeliness standards are met; assist to obtain the resources required to facilitate proper completion of work and foster communications with individuals, organizations, and other public safety agencies served. The TST III 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. Traveling to and working 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%	Communications Network Systems Ensures public safety communications systems are P25 Compliant and function in order to meet customers' requirements. Travels 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 Public Safety Communications Equipment (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 above100 feet off of the ground. Operates 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 independently perform testing, repair, configuration, programming, and maintenance work. Ensures systems are functional and operating within specifications and in accordance with FCC and TDM. 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 performing and providing instruction and guidance to lower-level technicians with 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. Maintains and improves a variety of public safety radio systems by remaining the subject matter expert in your program. Has comprehensive knowledge of current industry standards and improved technology and techniques. Ensures compliance with laws, rules, and regulations. Travels inside/outside of your assigned area for emergencies and projects for up to 2-week periods. Trains other technicians as needed.
35%	Preventive Maintenance The TST III provides technical guidance and support to lower-level technicians in performing Preventive Maintenance (PMs) 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. Performs preventive maintenance using physical agility and stamina to work on uneven, rocky ground in inclement weather conditions such as rain, snow, extreme heat, cold and wind. Travels 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 above100 feet off of the ground. Operates 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 test, repair, configure, program, and perform maintenance work. Ensures systems are functional and operating within specifications and in accordance with FCC and TDM. As the subject matter expert, the TST III performs PMs on Microwave (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. Incumbent independently performs functional and operational checks using specialized test equipment.

20%	Microwave Network Systems Provides technical guidance and support to lower-level technicians working on Microwave Network Systems. Uses physical agility and stamina to work in, on, and around telecommunications equipment, systems, towers, antenna structures and radio vaults to install, maintain, configure, program, and repair PSCE at ground level to excess of 10 thousand feet. Performs hands-on testing on telecommunications towers and other structures. Climbs 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. Ensures remote regions of the state are connected to an integrated network capable of voice and data public safety communications. Performs 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. Works and operates 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, configure, program, 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. As the subject matter expert, performs 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.
Percent of Time	MARGINAL FUNCTIONS
5%	Administrative The TST III ensures 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: • Corresponds with office staff and submits time to the Area Office. • Utilizes Empower Notes (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. • Provides technical guidance, support, and trains technicians as needed.
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