



**DOÑA ANA COUNTY
JOB DESCRIPTION**

POSITION TITLE: Communication Systems Coordinator		PAY GRADE: B32
DEPARTMENT: IT	FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	
REPORTS TO: IT Infrastructure Manager	LEAD: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
BARGAINING UNIT: N/A	SUPERVISOR: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
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APPROVED: 	3/19/21 <small>Date</small>	
	3/22/21 <small>Date</small>	

I. PURPOSE SUMMARY. Performs and oversees the installation, maintenance and modification of County-wide radio and in-vehicle electronic systems.

II. ESSENTIAL DUTIES.

1. Supervise and train staff.

- A. Provide day-to-day supervision of staff.
- B. Provide project leadership and management for delegated projects in the Radio Shop, including leading others in the IT department and outside departments, providing cost estimates, managing schedules and providing technical leadership to ensure the project is completed successfully.
- C. Review and update procedures for site safety. Verify staff compliance with established procedures.
- D. Ensure that staff are aware of and follow all site rules and regulations for safety and compliance.

2. Conduct regular inspections, maintenance and upgrades for all county radio sites, communication systems, equipment, buildings and antennas.

- A. Ensure that installed systems meet site requirements.
- B. Proactively identify and resolve problems at radio sites that could compromise safety or ongoing operations.
Work with government agencies, emergency services and both public and private sector Radio Services to maintain services, create interoperability and avoid interference.
- C. Document radio system installations, maintaining current as-built and planned change plans.
- D. Work with in-vehicle electronics contractors to establish standards for in-vehicle electronic systems, installation plans and documentation.
- E. Work with vendors to establish service contracts, coordinate site access and ensure that all radio site systems (radio equipment, battery backups, solar power systems, generators, towers, buildings, etc.) receive preventative maintenance and repairs, when needed, within required timelines.
- F. Keep site agreements (MOU's and MOA's) up to date. Maintain required FCC licenses.
- G. Establish standards for and maintain the security of county public-safety radio communications.

3. Troubleshoot, perform maintenance and repairs, coordinate and provide guidance to all agencies using sites such as MVRDA, Sheriff's Department, and Fire Department, Roads Division, Environmental Division, Animal Control Division and ambulance services.

- A. Visit sites, coordinate services and troubleshoot issues in response to service requests to diagnose equipment problems and determine needed repairs.
- B. Coordinate site repairs and upgrades with radio-user agencies to provide continuity of services during repairs, upgrades and other maintenance activities at sites.

4. Keep up-to-date on city, federal and state standards, guidelines, statutes,

laws and regulations regarding radio communications.

- A. Review relevant statutes, laws and regulations regarding radio communications.
 - B. Keep abreast of updates to standard and guidelines established at the state and federal level that impact radio communications.
 - C. Where applicable, ensure county compliance with all such rules and standards.
- 5. Participate in meetings and serve on task forces. Task forces include, but are not limited to, Bureau of Land Management, local emergency planning committee, PSAP/911 quality control board, Interoperability Group and the NM Department of Homeland Security.**
- 6. Establish minimum specifications for county purchases of communications equipment.**
- A. Participate in reviewing bids.
 - B. Review all department radio communication purchase requests for accuracy, compatibility and compliance with requirements.
 - C. Contact vendors to discuss and define problems and solutions, and arrange for warranty repairs review/document repair/work completed.
- 7. Design, examine and test new systems to evaluate effectiveness with existing systems.**
- 8. Monitor and maintain inventory**

III. Additional Duties - Other duties as assigned.

IV. Qualifications

- A. Education – High school diploma required.
- B. Experience - Four (4) years of experience managing radio systems in a large environment.
- C. Education/Experience substitution - In accordance with County policy.
- D. Licenses/Certifications - Radio operator's license and vendor certifications desired. Drone pilot's license desirable, but not required. Must have a valid driver's license and satisfactory driving record.,
- E. Other - (e.g., post-offer medical exam, polygraph, background check, driver's license record, etc.). Must pass NCIC and background checks.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:

Knowledge of:

- A. Two-way radio communications
- B. Microwave radio system communications
- C. P25 standard, digital and analog radio communication systems
- D. 911 Public Safety Answering Point (PSAP) operations and hardware integration with radio systems
- E. Electronics, including AC and DC circuits, relays, wiring, ability to apply Ohm's law to determine required wire gauge and loss in systems, etc.
- F. Circuit diagrams

Ability to:

- A. Work independently and with a team
- B. Self-motivated and strong sense of task ownership
- C. Work closely with the Service Desk and members of the IT Infrastructure team
- D. Document circuits, radio systems and links between systems
- E. Troubleshoot radio and electronics systems

- F. Create short and long range plans for communications systems based on user needs and evolving technologies
- G. Ability to understand and communicate (written and verbal) effectively with staff, users and vendors
- H. Ability to lift up to 40 pounds
- I. Tower climbing ability desirable, but not required.

Skilled in:

- A. Enterprise-level radio system communications
- B. Providing excellent customer service
- C. Troubleshooting
- D. Personal organization

2. FREEDOM TO ACT

The supervisor outlines overall objectives and available resources. The employee and supervisor, in consultation, discuss timeframes and the scope of assignments. The employee determines the most appropriate principles, practices, and methods to apply, resolves most of the conflicts that arise, and keeps the supervisor informed of progress and of potentially controversial matters.

3. GUIDELINES AND JUDGMENT.

Guidelines are available but are not completely applicable to the work or have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines, such as policies, regulations, precedents, and work directions for application to specific cases or problems.

5. WORK ENVIRONMENT.

Essential duties are performed indoors and outdoors, sometimes in adverse weather conditions. Field work is required. Employee will work odd hours in emergency situations including nights and weekends. Physical hazards include wind, falls, lightening, electricity and wind-blown debris while working.

6. SUPERVISORY RESPONSIBILITY.

The position performs work of the same or comparable nature and difficulty as subordinates and assists a higher level supervisor with coordinating and monitoring the flow of work, training and assisting subordinates, recommending hires, promotions, terminations, and disciplinary actions.

V. EMPLOYEE ACKNOWLEDGEMENT:

I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also received a copy of the Personnel Policies and Procedures Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it. I also certify by my signature below that I am able to perform the essential functions of this Job Description with or without reasonable accommodation.

Accepted by: _____
Employee *Date*

Printed name: _____
Employee *Date*