

CLASS SPECIFICATION
Communications Systems Representative

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, provides customer support to 800 MHz radio system clients; resolves and refers issues; provides user training, coordinates subscriber radio template design and programming; manages leases and licenses; assesses equipment needs; coordinates equipment procurement and installation; markets communications services on a regional basis; performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Communications Systems Representative is a professional non-supervisory position with responsibility for supporting and marketing the City's 800 MHz radio system. The incumbent communicates with regional partners on all aspects of public safety/public service radio communications systems, including issue resolution, user needs assessment, user training, participation in user groups and the promotion of interagency radio communication. This classification differs from Communication Engineers who design, modify and maintain a variety of communication systems, equipment and facilities. It differs from the Communications System Administrator, who is responsible for the overall design, installation and operation of the 800 MHz system.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Serves as the primary, first contact for radio system users; coordinates day to day issues and catastrophic issues as they arise; answers functional and operational questions; resolves issues or refers them to communications engineers; determines when to notify users of system maintenance events.
2. Manages site lease agreements and contracts at all City radio sites; works with City Attorney's Office and Purchasing/Contracts to maintain and renew leases and subleases; provides lease information to Contracts, including technical drawings and descriptions for items such as tower equipment configuration, equipment rack specifications, antenna systems, site access restrictions, antenna placement information, equipment quantities and pricing.
3. Manages system wide radio template design and change projects with end users and engineering group; consults with customers to design or update templates, including such decisions as channels, special features, talk groups, etc; clarifies and finalizes specifications; coordinates with communications technicians to compile templates.

4. Tracks, maintains and renews the City's 100+ FCC licenses; prepares and submits applications for future sites and frequencies, as needed.
5. Represents the City and BTS on several user groups, such as BOEC User Board, State Executive Interoperability Committee, UASI Communications Working Groups, Regional; Radio Advisory Committee and others; contributes to development of strategies and plans for future systems; contributes to collective efforts to maximize regional public safety communications and interagency communications.
6. Markets the City's communication services to prospective client agencies throughout the adjacent region; prepares promotional materials; makes presentations to potential clients regarding system capabilities and potential benefits; assesses client needs and arranges demonstrations; formulates radio and data system rate quotes.
7. Assists with setting up new clients; facilitates communication equipment procurement and installation; obtains price and installation quotes and opinions on feasibility of integrating non-standard components; coordinates and presents end-user training in equipment and system function, including general use of radio, special features, bands, etc., for a variety of radios and radio templates.
8. Prepares various reports, including issues raised and resolved, client contacts, account progress, marketing results, etc.
9. Remains current on new technology and technological developments for current vendor and other vendors; understands the impact of new developments; assesses implications for City radio system and other radio systems in the region.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Thorough knowledge of the City's 800 MHz public safety system capabilities and configuration.
2. 800 MHz system customer bases and their respective communications needs
3. Comprehensive knowledge of the Radio Frequency Spectrum, including UHF, VHF, MHz, KHz, GHz, Hz, duplex, simplex communication, CTCSS codes, etc.
4. FCC rules, filing and maintenance procedures
5. Oregon Regional Planning Commission operations and procedures for processing applications.
6. Public safety communications from a user's perspective, including portable, mobile and dispatch levels.
7. Federal, state and local regulations and court decisions applicable to 800 MHz radio systems.
8. Interoperability needs with local, state and Federal agencies
9. Principles and practices of marketing, public outreach and verbal and written communications.

10. Principals and practices of strategic planning and analysis.

Ability to:

1. Understand and communicate user problems, issues, interests and needs.
2. Interact effectively, engage in effective problem solving processes, evaluate alternatives, and recommend or implement proposed actions.
3. Prepare clear, concise and comprehensive reports, documentation and correspondence, often containing technical information, for diverse audiences of technical and non-technical individuals.
4. Develop training materials and conduct training.
5. Ensure the maintenance of all required files, records and documentation.
6. Coordinate multiple, complex projects and meet critical deadlines.
7. Exercise independent judgment and initiative within established guidelines.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in business or public administration, telecommunications or a closely related field; and at least one year of progressively responsible marketing experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

0966 PROGRAM COORDINATOR Adopted: 07-01-92

Revised:

June 2009 - Change Job Class number from 7520 to 30000624, due to system change.

March 16, 2011 – Updated duties and job title effective 11-01-2010.