

CLASS SPECIFICATION
Technical Operations Supervisor

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under direction, plans, organizes, supervises, participates, inspects and evaluates the work of personnel engaged in the construction, installation, troubleshooting, modification, maintenance and repair of large, complex and state-of-the-art communication systems, equipment and facilities; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Technical Operations Supervisor has overall management responsibility for the day-to-day operation of the public safety 800 MHz network backbone infrastructure and the radio shop. The incumbent plans, lays out, supervises, inspects and evaluates the work of communications technicians and related craft classes. Incumbents provide technical assistance, guidance and training to assigned personnel, and have the primary responsibility for ensuring City and bureau policies, procedures and standards are followed in the completion of assigned work. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines. Work and results are reviewed thorough inspection and analysis of records, reports and completed work orders, and equipment and system performance

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. Plans, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve division mission, goals and performance measures; participates in developing and monitoring performance against the biennial division budget; supervises, participates in developing, recommends and implements plans, policies, systems and procedures applicable to unit responsibilities.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions, subject to director and City management concurrence.
3. Provides leadership and works with staff to create a high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations;

provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.

4. Prepares cost estimates, billing detail and communications for radio and shop customers; functions as bureau representative regionally on the BOEC user Board; interfaces with selected bureau representatives in Police, Fire, BOKEC and other City bureaus to provide customer service; functions as bureau representative to external agencies such as Tri-Met, Port of Portland and others.
5. Schedules, coordinates and supervises the work of professional and technical personnel engaged in the construction, installation, troubleshooting, modification, maintenance and repair of the City's communication systems and equipment, including pagers, mobile and stationary radio transmitting and receiving equipment, and 800 MHz emergency simulcast radio system.
6. Participates in the design and development of the City's communication systems.
7. Prepares specifications for the purchase of communication equipment, devices and supplies.
8. Researches new telecommunication methods, techniques and equipment and recommends their application.
9. Provides technical assistance and advice to staff and other bureau sections and divisions.
10. Inspects and evaluates work being performed by bureau staff and contractors; identifies problem areas and directs remedial action.
11. Responds to and resolves system inquiries and complaints.
12. Prepares and maintains a variety of records and reports, including time cards, worksheets, accident reports, maintenance requests and monthly activity report.
13. Recommends special work or necessary equipment maintenance; reviews completed work.
14. Prepares specifications for the purchase of telecommunication equipment and devices; reviews and makes recommendations on acceptance of bids; inspects equipment and devices for conformance with specifications.
15. Schedules and coordinates activities with other bureaus or agencies.
16. Responds to emergency situations as necessary.
17. Ensures the timely completion of preventive and predictive maintenance programs.
18. Requisitions necessary tools, equipment and supplies; supervises the communications warehouse.
19. Researches new operational methods, techniques and equipment and recommends their application.
20. Responsible for carrying out the City's safety program; ensures subordinates follow safety practices in work methods and procedures; enforces proper safety procedures while working in dangerous situations; educates employees on rules, regulations, codes, safe work habits and potential hazards presented by their work environment.

21. Plans and lays out jobs from blueprints, drawings, sketches or verbal instructions; maintains records in the form of blueprints, drawings and specifications.
22. Reviews or prepares drawings and specifications for contract work and inspects work performed to determine compliance to standards and equipment.
23. Plans and oversees the testing of communication and devices on a scheduled basis.
24. Develops, reviews and updates written maintenance instructions and schedules.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles, methods and equipment used in installation, maintenance and repair of all types of communication systems, equipment and facilities, including a large, complex 800 MHz simulcast radio system.
2. Principles and practices of employee supervision, including selection, training, work evaluation and discipline.
3. Principles and practices of administration, including goal setting, policy and procedure development and implementation, evaluation and work standards.
4. Safety practices, safe work methods and safety regulations pertaining to the work.
5. Relevant state and federal regulations.
6. Computer software applications related to the work.
7. Codes, ordinances and regulations pertaining to the work.

Ability to:

1. Use modern, state-of-the-art precision and diagnostic instruments to test, calibrate and repair complex communication equipment.
2. Plan, organize, estimate, coordinate, assign, review and evaluate the work of others.
3. Select, motivate and evaluate staff and provide for their training and development.
4. Identify and implement effective courses of action to complete assigned work.
5. Read and interpret drawings, specifications and manuals.
6. Exercise independent judgment and initiative within established guidelines.
7. Establish and maintain effective working relationships with those encountered in the course of the work.
8. Coordinate work assignments with other divisions, bureaus or agencies.

Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from high school or G.E.D. equivalent; and five years of journey-level communication maintenance and repair experience, of which two years included responsibility for leading the work of others; 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

Revised:

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

1056 SENIOR TRADES SUPERVISOR 07-01-92

June 2009 - Change Job Class number from 7524 to 30000625, due to system change.