

CITY OF LOMPOC**COMMUNICATIONS SUPERVISOR****DEFINITION:**

Under general direction, the Communications Supervisor is responsible for the oversight of a 24-hour per day, seven days per week wide area network (WAN) including wireless Internet Access Service. Provide oversight to the development, construction, operation, maintenance, monitoring, contracts, and customer service activities of the network; maintain central telephony system including voicemail and fax service; supervise staff involved in installation, maintenance, and retrieval of video technology (including cameras) in facilities and in the field; supervise PEG and Radio Repair Technician staff; and performs related work as required.

CLASS CHARACTERISTICS:

The class of Communications Supervisor is a one-person, mixed job class, which includes technical and program oversight functions of the wide area network (including wireless Internet Access Service) and PEG service.

LICENSE REQUIRED:

Possession of a valid and appropriate California Driver's License is required.

ESSENTIAL FUNCTIONS:

The following duties are typical of this classification. Incumbents may not perform all of the duties and/or may be required to perform specifically related additional/different duties from those set forth below to address business needs and changing business practices.

1. Plan, organize, develop, coordinate, and direct the contracts, technical operations, administrative activities, development of strategic plans and goals, engineering, field installation, construction, repairs and maintenance/improvements activities of the citywide area network including fiber, ISP circuits and wireless internet access services.
2. Oversee customer services, billing, reporting, and contracted services of wireless internet access.
3. Act as contact for Cell Tower contracts and maintenance.
4. Assure reliable operation of all communication services including phone system (PBX), cell phone management, and phone services via a provider.
5. Prepare reports and documents required for the wide area network operation, including background information for budgets, City Council actions, and other reporting requirements.
6. Resolve conflicts involving the wireless Internet Access Service operation.
7. Oversee audio/visual planning, installation, and maintenance throughout the city including City Hall (council chambers/Lobby/office) and street/facility cameras.
8. Oversee the maintenance, updates, and configuration of hardware and software related to camera and radio equipment.

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9. Oversee Public, Education, and Government (PEG) cable access programming staff, operations, and support; ensure the City is in compliance with all appropriate local, regional, State, and Federal standards and regulations.
10. Meet with and speak to community organizations and groups, and governing and advisory Boards.
11. Coordinate with the Information Technology Manager to develop projects and create a budget.
12. Oversee credit card use and reconciliation.
13. Perform other related work as required.

PHYSICAL AND MENTAL/PSYCHOLOGICAL DEMANDS:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical: Strength category: Medium-exert force of 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly to lift, carry, push pull, or move objects. Frequent walking, standing, sitting, and typing, depending on the day's duties. Occasional bending, stooping, crouching, kneeling, pushing, pulling, twisting at the waist, handling, gripping, grasping, fingering, typing, climbing stairs and ladders, reaching at, above and below shoulder level, extending neck upward, downward and side to side. On rare occasion, crawling, climbing scaffolding. **Visual:** visual acuity sufficient to perform the essential functions of the position; average depth perception needed. **Hearing:** effectively hear/comprehend oral instructions and communication.

Mental/Psychological: Work cooperatively and interact appropriately with those contacted in the course of work, including the general public, without exhibiting extreme responses; respond appropriately to criticism from supervisor. Utilize complex reading, math and writing skills; understand, remember and carry out complex job instructions; respond quickly to changing priorities; communicate effectively orally; work under pressure; work within deadlines; train other workers.

ENVIRONMENTAL CONDITIONS:

Frequently work both indoors and outdoors. Frequently use a computer, drive motorized equipment/vehicles. Frequently work both alone and with others. On rare occasion: is exposed to extreme temperatures, work at unprotected heights. Work around machinery; is exposed to dust, fumes, smoke, gases, odors, chemicals, excessive noises, electrical energy, solvents, grease or oil, and slippery or uneven walking surfaces.

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MINIMUM QUALIFICATIONS:

KNOWLEDGE OF:

- Principles, practices, methods, and procedures of high-speed data, information technology, and customer service systems and operations
- Principles, practices, methods, and procedures of managing contracts, and technical operations, including engineering, design, procurement, construction, and maintenance
- Supervisory/management principles and practices of work planning, organizing, directing, assigning, evaluating, and training of employees
- Appropriate occupational hazards of the work and safety precautions and procedures common in the work
- Principles and practices of organization and budget development, cost estimating, project management, project evaluation, and contract administration in a public agency setting
- Principles, practices, methods, and procedures of customer service management, including customer relations, price administration, and communication
- Recent developments, current literature, and informational resources regarding broadband system theory and principles, and system development and operations
- Laws, codes, standards, and regulations applicable to municipal broadband service operations

ABILITY TO:

- Communicate effectively both orally and in writing
- Plan, organize, direct, and coordinate contracts, technical operations, engineering, construction, and maintenance activities of a wide area network (including a wireless Internet access system) and communication services
- Establish and implement goals, objectives, procedures, and priorities for the wide area network
- Develop and implement state-of-the-art upgrades and enhancements to the wireless mesh network, based on an operational understanding of its functions
- Analyze and effectively resolve complex technical communication problems while maintaining a flexible and creative approach to issues
- Respond timely to situations occurring outside of normal operating hours
- Prepare and present statistical and descriptive reports as they relate to communications, wide area network, and wireless services
- Use common office and technical operations equipment related to communications and networking
- Select, supervise, train, and evaluate subordinate professional, technical, and clerical staff
- Develop and monitor complex capital and operating budgets related to communications and wide area network
- Resolve problems, and handle conflicts when dealing face-to-face with the public

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EDUCATION AND EXPERIENCE:

Any combination of training, education, and experience which demonstrates the ability to perform all the duties of the position. The typical qualifying entrance background is a bachelor's degree from an accredited school in a science or engineering field, and four to five years of progressively responsible experience in the wide area networking field (to include Internet services), or in related broadband areas, at least three years of which are supervisory or management experience.

SPECIAL REQUIREMENTS:

Must be available to work on weekend days, on short notice, and on occasions when regular work schedules or system emergencies require.

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WIRELESS SERVICES TECHNICIAN

DEFINITION:

Under direction, to perform a variety of complex, administrative, and technical duties to support and monitor the City's broadband wireless network and customer services; to assist staff and contractors involved in providing wireless internet access services; configure and maintain video recording hardware; review and provide video footage; assist with audiovisual equipment; and to perform related duties as required.

CLASS CHARACTERISTICS:

This specialized position involves a broad range of complex para-professional, technical, and semi-skilled duties requiring training and experience that support the Communications Supervisor by handling routine administrative and technical responsibilities. The role requires initiative, independent judgment, and experience in interpreting and applying City procedures and departmental policies.

The Wireless Services Technician may oversee both office and fieldwork related to the City's wireless internet network. Strong customer service skills are essential. Responsibilities may be reassigned periodically to meet the department's needs. The role may require flexible hours, including evenings and weekends. The technician may supervise assigned support staff but does not have formal supervisory responsibilities.

LICENSE REQUIRED:

Possession of a valid and appropriate California Driver's License is required.

ESSENTIAL FUNCTIONS:

The following duties are typical of this classification. Incumbents may not perform all of the duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provide customer services, including billing, sales, and marketing support.
2. Maintain positive customer relations and ensure reliable network operation.
3. Conduct field services, such as installing Customer Premise Equipment (CPE) and troubleshooting the wireless network.
4. Educate customers on the City's wireless network operations.
5. Collaborate with vendors and integrate wireless services with external providers and equipment.
6. Address and resolve customer issues and document resolutions.
7. Support the development improvement of customer service processes and procedures.
8. Manage and track customer equipment inventory.
9. Prepare reports and documents required for service operations.
10. Configure video storage devices and assist staff with requests for video footage.
11. Assist with the design and deployment of audio-visual equipment.

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12. Provide instruction and technical assistance with audio-visual equipment including TapTV, radio, and other related services.
13. Assist in compiling data for the City's budget as needed.
14. Handle conflict resolution regarding service operations.
15. Represent the City in community meetings and presentations as needed.
16. May direct the work of assigned support staff.
17. Perform other related work as required.

PHYSICAL AND MENTAL/PSYCHOLOGICAL DEMANDS:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical: Strength category: Light-exert force to 20 pounds occasionally, or 10 pounds frequently, or negligible force constantly to lift, carry, push pull or move objects. May involve significant standing, walking, pushing and/or pulling. Frequently stand or sit, fingering, typing and frequent extension of the neck upward, downward and side-to-side. Occasional walking, bending, stooping, crouching, pushing, pulling, twisting at the waist, handling, gripping, grasping, reaching at, above and below shoulder level. On rare occasion, kneeling, climbing stairs and ladders. **Vision:** Visual acuity that could be corrected sufficiently to perform the essential functions of the position. **Hearing:** Effectively hear/comprehend oral instructions and communication.

Mental/Psychological: Work cooperatively and interact appropriately with those contacted in the course of work, including the general public; use of advanced reading skills to read and understand technical instructions; perform complex mathematics calculations; use of complex writing skills; react quickly and calmly and to exercise good judgment in following procedures and directions; respond quickly to changing situations and work under pressure; communicate effectively orally; work within deadlines.

ENVIRONMENTAL CONDITIONS:

May work either indoors or outdoors, dependent on job assignment. Frequent use of products and equipment related to wireless access; personal computer, including word processing, database, and spreadsheet programs; calculator, telephone, photocopier and telex fax machines, and other office equipment. Works independently and with the public. The noise level in the work environment is usually quiet while in the office, and moderately loud when in the field.

MINIMUM QUALIFICATIONS:

Knowledge Of:

- Principles, practices, methods, and procedures of good customer service, including customer relations, and communication
- Office practices, procedures, and computer software for word processing and recordkeeping

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- Basic computer functions, internet applications, and telecommunications equipment
- Networking, including IP, VLANs, and switch configuration
- Use of basic electrical test tools and equipment
- English language usage, grammar, and business math

Ability To:

- Coordinate technical operations of a wireless internet access system
- Read and interpret diagrams, blueprints, and technical documents
- Establish and implement goals, objectives, procedures, and priorities
- Maintain accurate records and meet deadlines efficiently
- Resolve conflicts and respond effectively to urgent situations
- Communicate effectively in writing and orally with customers and the public
- Use common office and technical operations equipment, including personal computers
- Understand and carry out oral and written communications
- Read, understand, interpret, and apply specific requirements, procedures, and policies
- Handle multiple tasks and prioritize effectively
- Establish and maintain effective relationships with those contacted in the course of work

EDUCATION AND EXPERIENCE:

Any combination of training, education, and experience which demonstrates the ability to perform all the duties of the position. The typical qualifying entrance background is two years of college coursework in business administration, marketing, information technology, or a related field AND one year of customer service experience, which includes considerable public contact, record keeping, and reporting. Experience in a wireless Internet services field, or a related broadband area, may be substituted for education on a year-for-year basis.

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RADIO REPAIR TECHNICIAN Series Specification

DEFINITION:

This series specification describes three classifications which, under supervision, performs a variety of skilled, semi-skilled and unskilled work in the inspection, troubleshooting, installation, removal, servicing, and repair of communications systems and related equipment; performs preventive maintenance on communications equipment; and performs related work as required.

CLASS TITLES:

Radio Repair Technician I
Radio Repair Technician II
Radio Repair Technician III

CLASS CHARACTERISTICS:

Positions in these classes perform inspection, troubleshooting, installation, removal, servicing, repair, and preventive maintenance of communications systems and related equipment.

Radio Repair Technician I – The entry-level in the series. Performs semi-skilled and skilled work of a technical nature, usually under supervision. Work is usually reviewed upon completion.

Radio Repair Technician II – This intermediate position is assigned more responsible and complex work, performs skilled and specialized communications system and related equipment maintenance, and may use independent judgment in making technical decisions.

Radio Repair Technician III – The journey-level class in the series. Work in this class is characterized by the complexity of the assignments and by the independence with which an incumbent performs. Typically, incumbents perform work with minimal supervision and maximum opportunity for planning and exercising judgment. Incumbents may direct the work of assigned helpers; however, supervisory responsibilities are not characteristic in this class.

LICENSE REQUIRED:

Possession of a valid and appropriate California Driver's License

ESSENTIAL FUNCTIONS:

The following duties are typical of this classification. Incumbents may not perform all of the duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

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All Levels – Inspect, troubleshoot, and repair all City-owned base stations, mobile radios, portable radios, and chargers; install and remove base stations, mobile units, and chargers; install, inspect, troubleshoot, and repair all antenna systems and repeaters; install, remove, troubleshoot, and repair emergency vehicle warning devices, lights and controls; CCTV and PA systems; maintain public safety mobile computing devices; monitor links to external public safety resources; interact with vendors; integrate the wireless Internet access service with its outside network, support customer premise equipment, support central office documentation, interact with broadband specific vendors and facilities (such as telephone, data, and Internet); deploying, maintaining and using cameras and video equipment.

Radio Repair Technician I – Perform unscheduled and preventive maintenance and repair on city radio communications systems and related equipment as listed above; maintain records of repairs and maintain logs on all radio communications systems and related equipment. Work shall be performed under supervision; operates city vehicles and performs related work as required.

Radio Repair Technician II – Install, modify, and repair City-owned radio communications systems and related equipment as listed above; maintain records of repairs and maintain logs on all radio communications and related equipment; conduct tests and periodic inspections to determine how radio communication systems are functioning. Unscheduled and preventive maintenance shall be performed on all city fixed station and mobile radio equipment; operate city vehicles and perform related work as required; integrate the wireless Internet access service with its outside plant, central office, other necessary outside providers and facilities (such as telephone, data, and Internet); troubleshoot, resolve, and correct technical system problems related to all public safety local and wide area network computers, wireless connection, server, and data communications.

Radio Repair Technician III – Perform complex diagnostics, maintain preventative maintenance records; perform regular servicing and preventative maintenance on all above listed equipment; work with and assist the Communications Supervisor with City communications systems; assign and direct work of helpers in the absence of supervisory staff; operate city vehicles and performs related work as required.

ALLOCATION FACTORS:

Positions in this series are allocated to these classes on the basis of the incumbent's education and experience, and therefore the amount of supervision and review of work needed, the independence expected in approaching projects and the level of difficulty of work assignments.

PHYSICAL AND MENTAL/PSYCHOLOGICAL DEMANDS:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Physical Strength: Heavy – Exert force of 50-80 pounds occasionally, or 25-50 pounds frequently, or 10-20 pounds constantly to lift, carry, push, pull, or move objects. Frequently handle, grip, grasp. Frequently stand, walk, sit, bend, stoop, crouch, kneel, reach above, at and below shoulder level; extend neck upwards, downwards, and side to side, push/pull, twist at the waist. Rarely climb stairs, ladders, scaffolding or crawl. **Vision:** Visual acuity which could be corrected sufficiently to perform the essential functions of the position; average depth perception needed. **Hearing:** Hearing ability to effectively hear and comprehend oral instructions and communication, and equipment and traffic noise.

Mental/Psychological: Work cooperatively and interact appropriately with those contacted in the course of work, including the general public; read/comprehend complex written instructions; utilize basic math skills; utilize simple writing skills; understand, remember and carry out complex job instructions; follow the direction of supervisors, lead workers, and others overseeing the work; utilize good judgment to ensure safety, proactively keep busy performing assigned work as best serves the City, and appropriately handle issues; respond quickly to changing priorities; deal with the general public and coworkers; communicate effectively orally; ability to work under pressure; work within deadlines; perform related work as required.

ENVIRONMENTAL CONDITIONS:

Incumbents must work under adverse conditions, such as outside in any weather, around rodents, insects, foul smells, dirt, dust, broken glass, fires, and other hazards. Constantly work outdoors, around machinery. Constantly work with others. Frequent exposure to dust, fumes, smoke, gases, odors, and excessive noises. Frequent exposure to chemicals, solvents, grease, or oil and to slippery or uneven surfaces. Occasional work at unprotected heights. Rarely works alone. Rare exposure to extreme temperatures, and flames/smoke. Incumbents must perform work in emergencies and in all weather conditions.

MINIMUM QUALIFICATIONS:

Knowledge of:

All levels

- Basic knowledge of LMR radios, antennas, radio frequency, and associated bands
- Shop Math applicable to electronics
- Record keeping
- Appropriate safety precautions and procedures

Radio Repair Technician I

- Terminology, symbols, and methods of communications maintenance
- Proper methods, materials, tools and equipment used in communications maintenance
- Interpret basic electronic circuitry and specifications
- Basic computer functions and Internet applications
- Use of basic electrical test equipment

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- Telecommunication equipment and materials

Radio Repair Technician II

- Interpret detailed communications electronic circuitry and specifications
- Methods of servicing and repair of communications and related equipment
- Methods of installing communications, electronic, and emergency warning devices
- Basic computer functions and Internet applications
- Use of basic electrical test equipment
- Telecommunication equipment and materials

Radio Repair Technician III

- Methods of servicing and calibrating electronic diagnostic test equipment
- Train others in assigned specialty
- Work independently and exercise sound technical judgment
- Complex diagnostics
- Electronic circuitry
- Methods of servicing and repair of communications and related equipment

Ability to:

All Levels:

- Read, write, and perform mathematical calculations at the level required for successful job performance
- Maintain records
- Safely operate a vehicle observing legal driving practices
- Understand and carry out oral and written instructions
- Function well under pressure
- Establish safe work habits
- Establish and maintain effective relationships with those contacted in the course of work

Radio Repair Technician I

- Operate computer
- Use test equipment and related equipment
- Perform troubleshooting, maintenance, and repair of communications and related equipment

Radio Repair Technician II

- Knowledge of FCC, OHSA, NEC, related regulations
- Recognize and diagnose unsatisfactory equipment performance
- Proper use of sophisticated test equipment and use of related tools
- All skills required for Radio Repair Technician I

Radio Repair Technician III

- Complete reports related to FCC and other regulations
- Prepare equipment specifications

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- Direct work of others
- All skills required for Radio Repair Technician I & II

EDUCATION AND EXPERIENCE:

Any combination of training, education and experience which demonstrates an ability to perform the duties of the position. The typical qualifying background is:

Radio Repair Technician I – Technical courses and minimum one year experience in troubleshooting, installation, and repair of radio communications systems and related equipment, high school diploma or GED.

Radio Repair Technician II – Two years of experience performing radio communications systems and related equipment repair within an organized private industry setting or a government agency, depending upon education.

Radio Repair Technician III – Four or more years of experience performing radio communications systems and related equipment repair within an organized private industry setting or a government agency, depending upon education.