

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Communications Technician 2

Definition

Performs difficult/complex electronic work installing, maintaining, and repairing a variety of communications equipment (e.g., two-way radio, microwave, traffic counting equipment, telephone and data lines) in an assigned communication center, geographic area, or central service; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Designs, installs, and services voice and data telecommunications systems and their respective interface components.

Installs, maintains, and repairs complex two-way radio equipment at base stations and in mobile units; installs and maintains intercommunication and public address systems; installs and maintains electrical generators and assists in the installation and maintenance of radio antennas and towers.

Determines electronic part and supply orders for radio, teletype, computer, and telephone equipment.

Performs difficult and complex regularly scheduled preventative maintenance tests on radio units for operating frequency, modulation level, and power output; maintains Federal Communications Commission records, log books, and service records as required.

Operates updated diagnostic testing and measuring equipment including distortion analyzer, TDR and transistor analyzers, oscilloscopes, signal and tone generators, frequency and deviation meters, and other testing devices to test and locate malfunctions.

Plans and builds various projects including intercommunication systems, warning light control units, amplifiers, and specialized testing devices.

Modifies subsystem components and units according to engineering specifications to improve operating efficiency.

May receive, transmit, and monitor messages from or between all criminal justice agencies through operation of two-way radio, teletype, computer and telephone; relays and dispatches messages to state and interstate communication centers.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Telecommunications – Transmission, broadcasting, switching, control, and operation of telecommunications systems.

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- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
 - English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
 - Mathematics – Arithmetic, algebra, geometry, calculus, statistics, and their applications.
 - Public Safety and Security – Relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
 - Mechanical – Machines and tools, including their designs, uses, repair, and maintenance.

Abilities:

- Near Vision – See details at close range (within a few feet of the observer).
- Visual Color Discrimination – Match or detect differences between colors, including shades of color and brightness.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Arm-Hand Steadiness – Keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- Finger Dexterity – Make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.
- Manual Dexterity – Quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.

Skills:

- Repairing – Repairing machines or systems using the needed tools.
- Troubleshooting – Determining causes of operating errors and deciding what to do about it.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Operation Monitoring – Watching gauges, dials, or other indicators to make sure a machine is working properly.
- Quality Control Analysis – Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Equipment Maintenance – Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Two years of full-time work experience in telecommunication/radio system design, installation, or service.
- 2) A total of two years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university course work in electronic technology equals one year of full-time experience.
- 3) Current, continuous experience in the state executive branch that includes eighteen months of full-time work as a Communications Technician 1.

Notes

Within a period of time after hire, as determined by the appointing authority, employees in this class may be required to obtain a chauffeur's license.

Positions in this class may require the ability to pass a background investigation.

Travel, including overnight travel, may be required for positions in this class. Employees must arrange transportation to and from assigned work areas.

All of the following apply to Department of Transportation positions only:

- Possession of a valid driver's license is required.
- Designated positions in this class require possession of a valid Commercial Learner's Permit upon hire. Within a timeframe determined by the appointing authority, a valid Commercial Driver's License with the required endorsements and applicable restrictions must be obtained and subsequently maintained to continue employment.
- In conjunction with Title 49 of the Code of Federal Regulations (parts 40 and 382), designated positions in this job class require a pre-employment drug screen and will require ongoing participation in the employer's random drug and alcohol testing program and will be subject to the regulations regarding the Federal drug and alcohol testing program.
- Prior to starting employment, all persons are required to have a post offer, pre-employment physical verifying the physical ability to perform the duties described.
- Some positions in this class may require the ability to maintain certification for the Iowa System and the National Crime Information Center (NCIC).

Effective date: 06/19 SA