

RADIO/TECHNOLOGY SPECIALIST (EMERGENCY SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position primarily responsible for maintaining Ulster County's radio systems and mobile data communications systems. The Radio/Technology Specialist (Emergency Services) evaluates needs, develops specifications, recommends systems, acquires bid proposals, and ensures trouble-free installation of various related hardware and software. The work includes troubleshooting, maintaining, installing, and evaluating telecommunications systems in various county departments, primarily the Department of Emergency Services. The incumbent also supports radio system and information technology for Ulster County Government, coordinating the installation, configuration, and support of hardware and software, as well as administering the Department of Emergency Services applications, security, and New World Public Safety System. Responsibilities include providing technical support and training to all divisions within the Department of Emergency Services and other County Government Departments as needed, coordinating with various communications companies, and developing and maintaining programs on micro and mainframe computers to support special requests. The work is performed under the general direction of the Deputy Director of Emergency Communications/Emergency Management (Interoperability) and the Director of Emergency Communications/Emergency Management, within the guidelines of Ulster County policies and procedures. The incumbent exercises considerable autonomy, referring only unusual or complex matters to the supervisor. Supervision of others is not generally a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all the following, as well as other related activities not described.

Evaluates, troubleshoots, and resolves issues with radio and communication equipment, taking appropriate corrective actions;

Assesses needs, develops specifications, and makes recommendations for new or modified radio equipment, programs, and features;

Installs, programs, and maintains various communication devices including radios, telephones, pagers, and mobile data terminals for fire, EMS, law enforcement, and other County Government Departments;

Administers and deploys Ulster County Department of Emergency Services applications such as the New World Public Safety System, etc.;

Coordinates data conversions, installations, configurations, upgrades, testing, customizations, and security;

Develops technical bid specifications, proposals, and makes recommendations for purchasing hardware, software, and services;

Logs system work, tracks inventory, and reviews and enforces maintenance agreements;

Trains and instructs users in the operation of telecommunications equipment;

Responds to critical system problems on a 24-hour basis and performs application tests as needed;

Provides technical support and training to all divisions within the Department of Emergency Services and other County Government Departments as needed;

Uses various computer applications for work assignments and may perform other incidental tasks as needed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of radio communication systems, telecommunication methods, techniques, systems, and equipment; thorough knowledge of workstation information technology equipment components, operation, and maintenance, as well as MS-Windows, Microsoft Office, Microsoft Server, and Active Directory Software; good knowledge of programming techniques for radios and personal computers; good knowledge of Computer Aided Dispatch (CAD), Geographical Information Systems (GIS), and Digital Mapping programs; working knowledge of dispatch operations, public safety communications needs, and personal computer software industry standards; ability to assess and resolve personal computer and local area network hardware and software problems; ability to integrate automotive electronics with emergency services communications systems; ability to keep informed of the latest public safety information technology, communicate technical issues to non-technical staff both orally and in writing, and write technical specifications for telecommunication system bids and proposals; ability to train and instruct users in the operation of telecommunications equipment, and how to integrate systems to address the unique needs of various emergency responders; ability to reason analytically; ability to establish and maintain effective working relationships with vendors, consultants, and colleagues; ability to read and understand technical manuals and follow complex instructions; resourcefulness, dependability, initiative, good judgment, and courtesy.

MINIMUM QUALIFICATIONS: Either:

- A. Possession of a Bachelor's Degree in Computer Science, Information Technology or a closely related field and one (1) year of full-time paid or its part-time equivalent experience as a computer or telecommunications technology programmer with experience installing radio equipment; **OR**
- B. Possession of an Associate's Degree in Computer Science, Information Technology or a closely related field and three (3) years of full-time paid or its part-time equivalent experience as a computer or telecommunications technology programmer with experience installing radio equipment; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and five (5) years of full-time paid or its part-time equivalent experience as a computer or telecommunications technology programmer with experience installing radio equipment; **OR**
- D. Any combination of training and experience equal to or greater than that described in A, B and C above.

Note: Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting

agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

ULSTER COUNTY
5308 RAD/T SPEC
Classification: Competitive
Grade: 16
Union: CSEA

Adopted: September 23, 2024