

<b>STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION</b>	<b><u>CLASSIFICATION SERIES</u></b> Telecommunications Operations	<b><u>SERIES NUMBER</u></b> 5252
	<b><u>MAJOR AGENCIES</u></b> ODNR	<b><u>EFFECTIVE</u></b> 06/05/2011

**SERIES PURPOSE:**  
The purpose of the occupation is to coordinate operations of statewide ODNR radio communications program.

At the first full performance level, incumbents operate statewide cad console with 800 MHz radio system & data network to facilitate law enforcement & administrative communication.

At the second full performance level, incumbents act as lead worker (e.g., provide work direction & training to lower level staff in CAD maintenance &/or Telecommunications Center Operations; provides technical assistance & direction to managerial & supervisory personnel involved in implementation of program improvements).

At the supervisory level, incumbents supervise a single shift operation of statewide ODNR radio communications program & supervise lower level telecommunications operators & act for Telecommunications Operations Administrator, 52526.

At the administrative level, incumbents administer overall shift operations (i.e., all three shifts) of statewide ODNR radio communications program & supervise Telecommunications Operations Supervisors, 52525 & assume responsibility & authority in administrator's (i.e., Natural Resources Staff Officer 3, 22923) absence.

**GLOSSARY:** The following terms are to be interpreted as defined wherever they appear in a document.

CAD – computer aided dispatch

FCC – Federal Communications Commission

GEO – Geographical

LEADS – Law Enforcement Automated Data Service

MHz - Megahertz

ODNR – Ohio Department of Natural Resources

TAC – terminal agency coordinator

Lead Worker – Employee who provides technical assistance, work direction & training to lower-level staff on a daily basis.

<b><u>CLASS TITLE</u></b>	<b><u>CLASS NUMBER</u></b>	<b><u>PAY RANGE</u></b>	<b><u>EFFECTIVE</u></b>
Telecommunications Operator 1	52521	28	06/05/2011

**CLASS CONCEPT**  
The first full performance level class works under general direction & requires considerable knowledge of telecommunications in order to operate statewide CAD console with 800 MHz radio system & data network to facilitate law enforcement & administrative communication.

<b><u>CLASS TITLE</u></b>	<b><u>CLASS NUMBER</u></b>	<b><u>PAY RANGE</u></b>	<b><u>EFFECTIVE</u></b>
Telecommunications Operator 2	52522	29	06/05/2011

**CLASS CONCEPT**  
The second full performance level class works under general direction & requires considerable knowledge of telecommunications in order to act as lead worker over lower level telecommunications operators (e.g., provide work direction & training to lower level staff in CAD maintenance & statewide telecommunications center operations; provide technical assistance & direction to managerial & supervisory personnel involved in implementation of program

improvements).

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Telecommunications Operations Supervisor	52525	12	01/09/2005

**CLASS CONCEPT**

The supervisory level class works under general direction & requires thorough knowledge of telecommunications in order to supervise single shift operation of statewide Ohio Department of Natural Resources Radio Communications Program, supervise lower-level telecommunications operators & act for Telecommunications Operations Administrator, 52526.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Telecommunications Operations Administrator	52526	14	01/09/2005

**CLASS CONCEPT**

The supervisory level class works under general direction & requires thorough knowledge of telecommunications in order to administer overall shift operations (i.e., all three shifts) of statewide ODNR radio communications program & supervise Telecommunications Operations Supervisors, 52525 & assume responsibility & authority in administrator's (i.e., Natural Resources Staff Officer 3, 22923) absence.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Telecommunications Operator 1	52511	09	06/05/2011	28

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Operates statewide CAD console with 800 MHz radio system & data network, facilitates law enforcement & administrative communication, dispatches law enforcement personnel within ODNR & communications with outside agencies as directed by departmental personnel, serves as point of contact in emergency situations (e.g., monitors LEADS for incoming information, makes contact with appropriate personnel, transmits emergency determinations, receives & transmits all messages).

Operates radio &/or related equipment (e.g., teletype; telephone; LEADS) in order to make inquiries, receive & send messages on teletype, provides documentation pertinent to law enforcement activities of ODNR (e.g., shreds/purges printouts from teletype, LEADS), operates & retrieves information from departmental data bases (e.g., Watercraft Information System Direct Point of Sale; Wildlife Arrest; Law Records Management System, Wildlife Ohio Management Records System); provides intelligence updates to officers; provides weather & emergency broadcast information.

Receives, routes & assists public & other agencies with request for information on telephone; directs telephone inquiries to proper ODNR division or makes after hours contact with proper personnel.

Operates manual/electronic equipment (e.g., typewriter; computer; radio; telephone; teletype) to log all communications to comply with any applicable FCC rules & regulations; operates standard office equipment in routine support of related job functions (e.g., copy machine; Dictaphone), independently prepares, maintains & oversees preparation & maintenance of technical logs regarding items & calls transmitted & received & other work related documentation (e.g., weather & road repairs; equipment down reports; arrest cards) in specialized/technical unit; monitors security cameras & alarm systems.

Performs related tasks (e.g., CAD maintenance; GEO file maintenance; checks locks on gates & doors after business hours; routes mail; clears work area; monitors keys).

**MAJOR WORKER CHARACTERISTICS**

Knowledge of LEADS; MARCS \*; public relations \*; human relations \*; agency policies & procedures \*; government structure & process \*; Ohio Revised Code relative to operations of radio communications center \*. Skill in operation of CAD console with 800 MHz radio system & data network; personal computer \*; fax \*; photocopier \*; dictaphone \*; security cameras \*; alarm systems \*. Ability to add, subtract, multiply & divide, calculate fractions, decimals & percentages; interpret LEADS procedures in books, journals & manuals; calculate fractions, decimals & percentages; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with law enforcement, administrative staff & general public; handle sensitive inquiries from & contacts with officials & general public relative to telecommunications; communicate verbally by radio to convey & receive information to meet customer's need using basic English vocabulary.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

12 mos trg or 12 mos exp in operation of Computer Aided Dispatch (CAD) software; 6 mos trg or 6 mos exp in 2-way radio & teletype communications & computer terminals in a public safety environment (e.g., law enforcement, fire services, medical services).

-Or 3 courses or 12 mos exp in telecommunications related to public safety; 6 mos trg or 6 mos exp in operation of 2-way radio & teletype communications & computer terminals in a public safety environment (e.g., law enforcement, fire services, medical services).

-Or equivalent of Minimum Class Qualifications For Employment noted above.

Applicant must successfully pass a Departmental criminal background investigation including fingerprint & polygraph.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable.

**UNUSUAL WORKING CONDITIONS**

May work rotating shifts, weekends & holidays.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Telecommunications Operator 2	52522	09	06/05/2011	29

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Acts as lead worker over lower level telecommunications operators (e.g., provides work direction & training to lower level staff in CAD maintenance & statewide telecommunications center operations; provides technical assistance & direction to managerial & supervisory personnel involved in implementation of program improvements).

Operates statewide CAD console with 800 MHz radio system & data network, facilitates law enforcement & administrative communication, dispatches law enforcement personnel within ODNR & communications with outside agencies as directed by departmental personnel, serves as point of contact in emergency situations (e.g., monitors LEADS for incoming information, makes contact with appropriate personnel, transmits emergency determinations, receives & transmits all messages).

Operates radio &/or related equipment (e.g., teletype; telephone; LEADS) in order to make inquiries, receive & send messages on teletype, provides documentation pertinent to law enforcement activities of ODNR (e.g., shreds/purges printouts from teletype, LEADS), operates & retrieves information from departmental data bases (e.g., Watercraft Information System Direct Point of Sale; Wildlife Arrest; Law Records Management System, Wildlife Ohio Management Records System); provides intelligence updates to officers; provides weather & emergency broadcast information.

Receives, routes & assists public & other agencies with request for information on telephone; directs telephone inquiries to proper ODNR division or makes after hours contact with proper personnel.

Operates manual/electronic equipment (e.g., typewriter; computer; radio; telephone; teletype) to log all communications to comply with any applicable FCC rules & regulations; operates standard office equipment in routine support of related job functions (e.g., copy machine; Dictaphone), independently prepares, maintains & oversees preparation & maintenance of technical logs regarding items & calls transmitted & received & other work related documentation (e.g., weather & road repairs; equipment down reports; arrest cards) in specialized/technical unit; monitors security cameras & alarm systems.

Performs related tasks (e.g., CAD maintenance; GEO file maintenance; checks locks on gates & doors after business hours; routes mail; clears work area; monitors keys).

**MAJOR WORKER CHARACTERISTICS**

Knowledge of LEADS; MARCS \*; public relations \*; human relations \*; agency policies & procedures \*; government structure & process \*; Ohio revised code relative to operations of radio communications center \*. Skill in operation of cad console with 800 MHz radio system & data network; personal computer \*; fax \*; photocopier \*; Dictaphone \*; security cameras \*; alarm systems \*. Ability to interpret leads procedures in books, journals & manuals; calculate fractions, decimals & percentages; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with law enforcement, administrative staff & general public; handle sensitive inquiries from & contacts with officials & general public relative to telecommunications.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

18 mos trg or 18 mos exp in operation of NCIC/LEADS terminal in a public safety environment (e.g., law enforcement, fire services, medical services). ; 12 mos trg or 12 mos exp in 2-way radio & Teletype communications terminal in a public safety environment (e.g., law enforcement, fire services, medical services) .

-Or associate core program in telecommunications related to public safety; 12 mos trg or 12 mos exp in 2-way radio & teletype communications in a public safety environment (e.g., law enforcement, fire services, medical services).

-Or equivalent of Minimum Class Qualifications For Employment noted above.

Applicant must successfully pass a Departmental criminal background investigation including fingerprint & polygraph.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable.

**UNUSUAL WORKING CONDITIONS**

May work rotating shifts, weekends & holidays

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Telecommunications Operations Supervisor	52525	EX	01/09/2005	12

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Supervises single shift operation of statewide Ohio Department of Natural Resources Radio Communications program & supervises lower-level telecommunications operators & acts for Telecommunications Operations Administrator, 52526 (e.g., researches, analyzes & recommends operations procedure & program direction; proposed changes to current & future programs/services & improvements in day to day operation of radio communications; makes recommendations & develops new procedures, transmits administrative decisions & direction to lower-level subordinates; serves as liaison between administrator & subordinates; represents administrator at meetings & conferences; conducts staff meetings to discuss rules & operating procedures relative to assigned area; serves as the Assistant Terminal Agency Coordinator & updates LEADS manual & assists in preparation of LEADS audit), assists agency Terminal Agency Coordinator.

Transmits decisions & directives to lower-level subordinates, serves as liaison with inter-departmental committees (e.g., LEADS; MARCS; LEADS steering committee); develops, plans & conducts CAD training schedule, maintains daily operations of radio communications center; monitors manpower needs & assures staffing for assigned area of radio communications for statewide operations; develops, formulates & implements policies & procedures regarding technical or specialized functions.

Operates statewide CAD console with statewide ~~high band~~ & 800 MHz radio system & data network, facilitates law enforcement & administrative communication, dispatches law enforcement personnel within ODNR & communications with outside agencies as directed by departmental personnel, serves as point of contact in emergency situations (e.g., monitors LEADS for incoming information, makes contact with appropriate personnel, transmits emergency determinations, receives & transmits all messages).

Operates radio &/or related equipment (e.g., teletype; telephone; LEADS) in order to make inquiries, receive & send messages on teletype, provides documentation pertinent to law enforcement activities of ODNR (e.g., shreds/purges printouts from teletype, LEADS &/or MARCS), operates & retrieves information from departmental data bases (e.g., Watercraft Information System Direct Point of Sale; Wildlife Arrest; Law Records Management System, Wildlife Ohio Management Records System); provides intelligence updates to officers; provides weather & emergency broadcast information.

Receives, routes & assists public & other agencies with request for information on telephone; directs telephone inquiries to proper ODNR division or makes after hours contact with proper personnel.

Maintains accurate manual/electronic (e.g., typewriter; computer) log of all communications to comply with any applicable FCC rules & regulations & to satisfy administrative functions within ODNR (e.g., radio; telephone call; teletype; fax; logs); operates standard office equipment in routine support of related job functions (i.e., copy machine; telephone; Dictaphone; ~~microfiche reader~~), prepares, maintains & oversees preparation & maintenance logs regarding items & calls transmitted & received & other work related documentation (e.g., weather & road repairs; equipment down reports; arrest cards); monitors security cameras & alarm systems.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of LEADS; MARCS; budgeting; inventory control; accounting; labor relations; work force planning; employee training & development; supervisory principles & techniques; public relations; human relations; agency policies & procedures; government structure & process; interviewing; Ohio Revised Code relative to operations of radio communications center. Skill in operation of personal computer; fax; calculator; Xerox. Ability to interpret wide variety of technical material in books, journals & manuals; calculate fractions, decimals & percentages; prepare & deliver speeches before specialized audiences & general public relative to telecommunications; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with officials & general public relative to telecommunications.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

24 mos trg or 24 mos exp in operation of LEADS terminal in a public safety environment (e.g., law enforcement, fire services, medical services); 12 mos trg or 12 mos exp in 2-way radio & teletype communications terminal in a public safety environment (e.g., law enforcement, fire services, medical services); 12 mos trg or 12 mos exp in supervisory principles & techniques,

- or 24 mos trg or 24 mos exp as Telecommunications Operator 2, 52522

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable

**UNUSUAL WORKING CONDITIONS**

May work rotating shifts, weekends & holidays.



<b>CLASS TITLE</b>	<b>CLASS NUMBER</b>	<b>B. U.</b>	<b>EFFECTIVE</b>	<b>PAY RANGE</b>
Telecommunications Operations Administrator	52526	EX	01/09/2005	14

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Administers overall shift operations (i.e., all three shifts) of statewide ODNR radio communications program & supervises Telecommunications Operations Supervisors, 52525 (e.g., formulates & implements policies & procedures for statewide radio communications program, prepares &/or revises manuals, policies, programs, proposed rules, regulations &/or directives; monitors manpower needs & assures staffing for assigned area of radio communication on statewide basis, serves as agency TAC) & assumes responsibility & authority in administrator's (i.e., Natural Resources Staff Officer 3, 22923) absence.

Transmits administrative decisions & direction to lower-level subordinates; serves as liaison with inter-departmental & inter-agency committees & steering committee & state, federal & local agencies; independently responds to complex &/or confidential inquiries relative to communications center; represents higher-level administrator at meetings & conferences; manages business functions with ODNR.

Performs public relations duties (e.g., researches & responds to inquiries & complaints; furnishes information & explains programs to public; writes positions papers & reports; prepares & delivers speeches & lectures; conducts staff meetings to discuss rules & operating procedures relative to assigned area).

Operates statewide CAD console interacted with ~~statewide high band~~ & 800 MHz radio system & data network, facilitate law enforcement & administrative communication, dispatch law enforcement personnel within ODNR & communications with outside agencies as directed by departmental personnel, serves as point of contact in emergency situations (e.g., monitor LEADS for incoming information, makes contact with appropriate personnel, transmit emergency determinations, receives & transmits all messages).

Operates radio &/or related equipment (e.g., teletype; telephone; LEADS) in order to make inquiries, receive & send messages on teletype, provides documentation pertinent to law enforcement activities of ODNR (e.g., shreds/purges printouts from teletype, LEADS &/or MARCS), operates & retrieves information from departmental data bases (e.g., Watercraft Information System Direct Point of Sale; Wildlife Arrest; Law Records Management System, Wildlife Ohio Management Records System); provides intelligence updates to officers; provides weather & emergency broadcast information.

Receives, routes & assists public & other agencies with request for information on telephone; directs telephone inquiries to proper ODNR division or makes after hours contact with proper personnel.

Maintains accurate manual/electronic (e.g., typewriter; computer) log of all communications to comply with any applicable FCC rules & regulations & to satisfy administrative functions within ODNR (e.g., radio; telephone call; teletype; fax; logs); operates standard office equipment in routine support of related job functions (i.e., copy machine; telephone; Dictaphone; microfiche reader), prepares, maintains & oversees preparation & maintenance of logs regarding items & calls transmitted & received & other work related documentation (e.g., weather & road repairs; equipment down reports; arrest cards); monitors security cameras & alarm systems.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of LEADS; MARCS; budgeting; inventory control; accounting; labor relations; work force planning; employee training & development; supervisory principles & techniques; public relations; human relations; agency policies & procedures; government structure & process; interviewing; Ohio Revised Code relative to operations of radio communications center. Skill in operation of personal computer; fax; calculator; Xerox. Ability to interpret wide variety of technical material in books, journals & manuals; calculate fractions, decimals & percentages; prepare & deliver speeches before specialized audiences & general public; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with officials & general public relative to telecommunications.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

36 mos trg or 36 mos exp in operation of LEADS terminal in a public safety environment (e.g., law enforcement, fire services, medical services); 24 mos trg or 24 mos exp in 2-way radio & teletype communications in a public safety environment (e.g., law enforcement, fire services, medical services); 24 mos trg or 24 mos exp in supervisory principles & techniques;

-Or 36 mos trg or 36 mos exp as Telecommunications Supervisor, 52525

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable

**UNUSUAL WORKING CONDITIONS**

May work rotating shifts, weekends & holidays.