



COMMUNICATIONS ANALYST 0659
Established 1/02

NATURE OF THE WORK

The Communications Analyst is responsible for technical management, preventive maintenance, long term upgrade planning, implementation, evaluation, and budgeting of the City's communications systems. Responsibilities include development of policy recommendations; program planning, goal setting, design, implementation and evaluation; establishing staffing and budget; and organizing and providing project lead over assigned staff. The incumbent serves as a liaison between Regional Emergency Service Agencies, user agencies, and Department officials to assist in the development and review of communications systems improvements, plans, goals, and procedures.

The Communications Analyst is distinguished from the Communications Technician by responsibility for long range technical planning and lead work requiring a strong, highly specialized background within a program specialty such as Emergency Services.

EXAMPLES OF ESSENTIAL DUTIES

(Any single position of a class will not usually involve all of the essential duties listed and many positions will involve essential duties that are not listed.)

Plan, organize and manage the programs, services and activities of the assigned area; develop and implement new elements of the assigned programs.

Define or assist in defining program goals and objectives; establish methods and means of accomplishing program objectives; implement policies and procedures.

Identify, research and analyze trends within the assigned programs; develop and modify procedures.

Develop, prepare and administer Agency budgets and contracts with outside agencies and other governmental agencies; review and interpret program guidelines and requirements.

Prepare reports on program performance, needs, services information, and demographic data; contribute to and insure the evaluation of program performance.

Coordinate activities with those of other related departments or agencies; negotiate and resolve significant and controversial issues.

Participate in the selection and evaluation of staff; provide or coordinate staff training; work with employees to correct deficiencies.

Direct, coordinate and review the program work plan: meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures.

WORK QUALIFICATIONS

BA/BS in electronics or related field, OR equivalent technical experience of not less than five years preferably in public safety communications, and including experience managing and directing a Communications systems program and related technical personnel. Possession of a current Federal Communications Commission's General Radiotelephone Operator License

Knowledge of:

- Design theory related to two-way radio trunking systems, microwave radio, telephone and computer equipment relating to public safety applications, digital and microprocessor electronics;
- Various systems including LAN PC, Windows NT, DOS, UNIX, and basic machine language programming;
- Emergency power systems, UPS systems, backup generators and batteries;
- Federal and state rules and regulations governing communications activities;
- Telephone ebabxs, wireless and wire line enhanced 9-1-1 system;
- Computer-Aided D Dispatch Systems;
- GIS (Geographic Information Systems); Automatic Vehicle Locator System; Global Position Systems;
- Mobile Data Communications Systems;
- Budgeting and personnel management.

Ability to:

- Effectively plan, assign, and direct the work of program staff.
- Carry out policy directives of the governing authority in an effective and timely manner;
- Establish and maintain effective working relationships with the public, other governmental jurisdictions, contractors, County and other agency staff;
- Communicate and express ideas effectively orally and in writing;
- Successfully pass a background investigation;
- Be on call 7 days a week, 24 hours a day,
- Consistently adhere to work schedules set by the supervisor.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbents work in office and field settings. Work involves management of multiple priorities and can involve face-to-face interactions in stressful or sensitive situations. Field work includes a wide range of weather conditions, ground conditions, and working at heights.

Personnel Director