



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
**WIRELESS COMMUNICATIONS
INSTALLATION TECHNICIAN**
INFORMATION TECHNOLOGY

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for the installation, repair and maintenance of wireless communication networks. Reports to the Wireless Communications Manager.

ESSENTIAL JOB FUNCTIONS

Performs installations of mobile communications and similar equipment, conventional and trunked mobile two-way radios, sirens, light controls, radar, mobile data computers, and mobile video recording equipment. Performs basic maintenance, diagnostic and repair work and assists with more complex diagnostic and repair work; assists customers with operating instructions on a variety of complex mobile electronic systems. Utilizes computer applications and radio service software to diagnose a variety of radio problems. Modifies equipment to meet functional needs; fabricates or modifies mounting hardware and brackets to comply with air bag safety standards.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- **Wireless Communications Technology** – Thorough knowledge of proper procedures, techniques, tools and equipment used to install, maintain and repair wireless communications systems and sub-systems. Knowledge of electronic and wireless theory including digital, analog, radio frequency trunked systems, and circuitry. Knowledge of RF trunked systems, digital microwave, T1 and IP circuitry, routers, switches and network cabling. Knowledge of industry standard grounding procedures including Motorola R56.
- **Computer Skills** – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of tasks with reasonable speed and accuracy.

REQUIRED SKILLS

- **Time Management** – Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

REQUIRED ABILITIES

- Analytical – Ability to research, identify and resolve critical problems of wireless communications systems to include troubleshooting for hardware, software or electronic problems.
- Communication – Ability to communicate ideas effectively, to include the preparation of reports and logs. Ability to listen and understand directions, information and ideas presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy and in a confidential manner.

EDUCATION AND EXPERIENCE

Requires an Associate's Degree in Electronics Technology and 1 - 2 years responsible level experience in wireless communications or networking, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check and a valid driver's license with an acceptable driving record.

This position requires a pre-employment medical evaluation, substance abuse testing and is subject to random alcohol and controlled substance testing.

A valid FCC General Class Radiotelephone operator's license is desired.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.