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PLEASE POST CONSPICUOUSLY

February 8, 2013

TO: All City of Albany Departments & Divisions

SUBJECT: Notice of Job Opening –

Telecommunications Specialist
Albany Police Department

The **Albany Police Department** has one (1) vacancy for the position of **Telecommunications Specialist** at a rate of **\$34,753/year @ 40 hours/week.**

Applicants must meet the requirements as outlined in the attached job description. This position is a competitive class Civil Service position that may be filled on a provisional basis pending the outcome of the Civil Service examination.

Anyone who is interested in applying for this job should forward a resume AND application to the Department of Administrative Services, City Hall, Room 301, Albany, NY 12207 no later than **Tuesday, February 26, 2013.**

PLEASE POST FOR 10 (TEN) BUSINESS DAYS UNTIL
TUESDAY, FEBRUARY 26, 2013

An Equal Opportunity /Affirmative Action Employer

TELECOMMUNICATIONS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work of a Telecommunications Specialist involves: receiving emergency calls requesting police, fire and emergency medical services, as well as non-emergency calls for service and requests for information. Incumbent dispatches the appropriate personnel and equipment from the police and/or fire department in response to emergency and non-emergency requests for service. The incumbent sends and receives teletypes and information on the New York State Police Information Network (NYSPIN) system computer. This work is performed under general and/or direct supervision and in accordance with specific operating procedures.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Handles incoming Enhanced 9-1-1 emergency and non-emergency calls for service, gathering information and discerning the type of response required, utilizing emergency medical dispatch protocols when appropriate. Enters call data into the Computer Aided Dispatch system using a computer workstation;
- Sends and receives radio transmissions, utilizing a two-way radio, to assign appropriate police personnel and equipment in response to calls for service, monitors officers' locations and activities, enters data into the Computer Aided Dispatch system, requests and receives information utilizing the NYSPIN system;
- Sends and receives radio transmissions, utilizing a two-way radio, to assign appropriate fire personnel and equipment in response to calls for service, monitors firefighters' locations and activities, enters data into the Computer Aided Dispatch system;
- Enters data, composes, sends and receives information utilizing the NYSPIN system;
- Operates multi-frequency radio equipment;
- Dispatches appropriate police or fire personnel and equipment using multi-frequency radio equipment;
- Operates a multi-line centrex telephone system;
- Monitors an Intrac Alarm System;
- Maintains radio contact with all employees in the field;
- Receives and handles incoming non-emergency calls for service;
- Receives, handles, assists and routes interdepartmental calls to appropriate area of the department or agency;
- Establishes and maintains appropriate logs, reports, and records as required;
- Operates various office equipment;
- Performs other related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

- Working knowledge of telephone, radio, computer and office equipment;
- Working knowledge of street locations, physical layout of the city, direction of travel, and locations of public buildings and landmarks;
- Working knowledge of emergency equipment and its use for the police and fire departments;
- Working knowledge or ability to learn terminology commonly used by police, fire and medical personnel;
- Working knowledge of FCC rules and regulations, police and fire department policies and standard operating procedures;
- Ability to be certified in CPR and Emergency Medical Dispatch protocol;
- Ability to read and comprehend moderately complex instructions;
- Ability to create and maintain files;
- Ability to give clear, concise instructions and directions;
- Ability to follow directions and/or the chain of command;
- Ability to be calm in the face of danger or an emergency;
- Ability to work shifts to provide coverage 24 hours/day, 7 days/week;
- Possess hearing and speaking ability, judgment, demeanor;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma.

NOTE: Shift work is required to provide coverage 24 hours/day, 7 days/week.

SPECIAL NOTE: A candidate for employment must successfully pass a complete background check including fingerprint processing.

Revised: 2/17/88
7/20/88
7/19/89
8/30/00
11/30/05