

## **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.

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**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  
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