City of Tempe

LEAD ENTERPRISE NETWORK TECHNICIAN

JOB CLASSIFICATION INFORMATION

Job Code:	353	*Department:*	Information Technology
Supervision Level:	Non-Supervisor	*State Retirement Group:*	ASRS
Status:	Classified	*Market Group:*	Enterprise Network Engineer II+
Safety Sensitive / Drug Screen:	No	*Physical:*	No
Initial Probation:	1 year		

Click here for more job classification information including current salary range.

REPORTING RELATIONSHIPS

Receives general supervision from the IT Supervisor, Network Operations, or from other supervisory or management staff.

Exercises functional and technical direction over technical staff.

MINIMUM QUALIFICATIONS

Experience:	Four (4) years of experience in two (2) of the following: communication cabling, trunked radio, network security, switches, routers, telephony, wireless, security monitoring/access systems.
Education:	Equivalent to a bachelor's degree from an accredited college or university in computer science, communications engineering, or degree related to the core functions of this position.
License / Certification:	- Possession of a valid driver's license. - Possession of, or required to obtain within six (6) months of hire, a Cisco Certified Technician (CCT) certification. - Possession of, or required to obtain, within one (1) year of hire, a Federal Communications Commission (FCC) radio-telephone operator's license, or equivalent certificate. - Possession of, or required to obtain within six (6) months of hire date, one (1) of the listed certifications.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, organize and lead the activities within the IT Technical Center in accordance with the Information Technology Department's stated Goals and Objectives; to provide technical advice to the IT Supervisor, of Network Operations, concerning the planning and management of the City's telecommunication systems and infrastructure; and to perform a variety of technical duties relative to the design and operation of the telecommunications network. Coordinate the day-to-day operation and staff of the IT Technical Center.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Engineer, oversee and document the installation, operation, and repair of communications equipment including radio base station equipment, portable and fixed mobile radios, subscriber equipment, microwave equipment, telephone systems, data communication systems, and display systems.

- Administration of the radio system including the development of templates for programming changes, software revisions, and upgrades; act as a liaison between City of Tempe, PRWN and TOPAZ regional radio systems; and coordinate any necessary expansion or interface with other agencies and/or municipalities.

- Repair and/or modify to Public Safety communication equipment during crisis and emergency situations.

- Plan, prioritize, assign, and manage multiple projects dealing with the voice, data and radio infrastructure.

- Meet with customers to identify and evaluate communication needs and develop effective solutions to utilize technology to serve their customers; act as a Technical Liaison for the Solutions Architect for communication technology information.

- Administer the purchase of communications equipment; maintain contact with vendors to obtain information on product changes and new products; and research new technology to ensure compatibility and best fit for Tempe operations.

- Coordinate frequency and channel usage with customers and client agencies to assure continued availability and minimal system impact; apply for and maintain valid City radio frequency licenses on all infrastructure with the Federal Communications Commission (FCC).

- Ensure equipment is in compliant with Federal regulations; perform equipment tests as part of preventative maintenance; adjust and tune FCC licensed transmitters.

- Accountable for IT Technical Center assets and accuracy of asset database; maintain spare equipment and parts inventory; order necessary equipment; and ensure proper stock of critical spares.

- Updates records, inventories, and reports of network components (cabling plants, routers, servers, switches, and controllers) and subscriber operation and use.

- Collects statistics of system operation and component failures.

- Provides input, documentation and reports for strategic planning.

- Performs system analysis, network configuration, planning, and training of users to ensure optimal wireless communications.

- Resolves operational problems for users.

- Helps develop procedures to guarantee that knowledge of important technical processes is shared with other radio staff.
- Provides support activities for all radio site structures, environmental systems, electric service, lighting, security devices, and monitoring/alarm.
- Perform related duties as assigned.

PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Lift heavy objects up to 45 lbs.;
- Move heavy objects, pallet and/or dolly of equipment (at approx. max weight of 200 lbs.);
- Operate city vehicles (i.e. sedan, pickup truck or van);
- Operate city equipment (i.e. bobcat tractor, Fire Trucks, Police Mobile Command Units, Refuse trucks).
- Use power tools (i.e. drills, generator, saw, welder, grinder);
- Use tools (i.e. hammers, wrenches, voltmeters, screwdrivers, chisels, rivet gun);
- Climb stairways, ladders, rooftops, mountains;
- Traverse uneven surfaces; including mountains, landscape slopes, curbs, gravel surfaces;
- Operates computers, printer/copier, calculators, telephone and other office machines;
- Extensive reading and close vision work with manuals and labels;
- Work in confined areas; wiring closets, in ground vaults, mechanical rooms, storage closets;
- Work out-of-doors in inclement weather; extreme heat, cold, wet, etc.
- Exposure to public outdoor environments, in ground vaults, exterior communication rooms;
- Exposure to hazards of electrical shock, falls, noise, equipment operation, etc.; exposure to bright lights & loud noise operating public safety vehicle lights & sirens, loud noise operating machinery;
- Exposure to chemicals, fumes, etc.; some chemicals are stored in communication rooms of smaller facilities, such as fire stations;
- May require working after hours in event of network outages, or identification of communication infrastructure for developer's construction crews, or need for repair to communication equipment of special vehicles;
- May work alone for extended periods of time; may work on radio programming, tuning, or blue staking for extended periods of time;
- Other physical attributes essential to the classification.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others

Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
For more information about the City of Tempe's competencies for all classifications: City of Tempe, AZ : Competencies		

JOB DESCRIPTION HISTORY

Effective November 1988
Revised September 2019 (reactivate job description)
Revised March 2020 (added Cisco (CCT) certification)
Revised September 2022 (update minimum quals and job duties)