

# Northwest Central Dispatch System

1975 E. Davis Street  
Arlington Heights, IL 60005  
(847) 398-1130 Administration  
(847) 398-2498 Facsimile



## JOB DESCRIPTION

### Radio Technician

**Reports To:** Deputy Director – Support Services

**FLSA Status:** Exempt

**Updated:** 6/16/2023

### Summary

The Technician is responsible for maintenance and repair of: Radios, Frequency Licensing, Telephone, Microwave, Computerized Control Systems, Power Systems, Alarms, Ancillary Systems, and NWCDS equipment and property

### **ESSENTIAL FUNCTIONS** (this list is not exhaustive and may be supplemented as necessary):

Responsible to plan, implement and maintain Center information and network facilities. Responsibilities include administration the Center's radio and microwave networks. Radio Technician is also responsible for disaster recovery, security, administration procurement and technology planning.

- Troubleshoots and maintains radio and electronic systems, radio towers (receive and transmit sites) and systems, telephone systems, computer control systems, and alarms at NWCDS and numerous other sites in Cook and Lake County.
- Acts as the first echelon for evaluating building systems and determining steps within NWCDS or with Vendors to resolve issues.
- Installs and maintains computer software relevant to console and radio systems.
- Installs new equipment or systems as required.
- Communicates with customer agencies about equipment or service problems.
- Performs daily checks of systems.
- Completes a variety of reports and documentation, including results of tests and troubleshooting.
- Maintains and/or interfaces with contractors on electrical building systems and radio/phone infrastructure.
- Under direction of the Deputy Director – Support Services, prepares technical studies. Designs new systems.
- Communicates with major suppliers of telephone, radio, power and other services to resolve problems.
- Attends a variety of operations meetings, engineering meetings and trade shows.
- Assists the Deputy Director – Support Services in the selection, hiring and monitoring of vendors and/or contractors.
- Under supervision of the Deputy Director – Support Services, locates sites for transmitters/receivers and oversees installation.
- Develops radios codeplugs and deploys them to agency radios
- Maintains security for all NWCDS encryption keys.
- Builds and integrates electronic/mechanical assemblies within NWCDS and at various locations.
- Provides input for budgeting purposes.
- Orders parts, equipment and supplies.
- Test, calibrate and repair a variety of two-way radio and electronic equipment
- Performs related work as required.

### **KNOWLEDGE, SKILLS and ABILITIES:**

- Requires a High School Diploma or equivalent
- FCC General Class Radio Telephone License (GROL) If the successful candidate does not possess the license at the time of hiring, they will be required to obtain the (GROL) within 1 year of their hire date.

- APCO or CET Technician Certificate
- Valid Driver's License
- Must have 3 to 5 years experience in radio/microwave/telephone technical position and experience in public safety radio
- Mechanical aptitude needed for installations
- Knowledge of basic AC/DC electrical systems, electric circuit maintenance, Ethernet systems, and proper load configurations
- Basic knowledge of UPS, Generators, H.V.A.C systems
- Versed in the latest OS operating systems and associated software packages
- Experience in communication networks and associated radio AstroP25 systems
- Experience with programming public safety mobile and portable radios

**MINIMUM QUALIFICATIONS**

- Associate or Bachelor degree in Electronics Engineering Technology
- Windows networking experience
- Knowledge of R56 grounding standards for radio systems
- Radio system maintenance and design in a Public Safety environment, including digital and trunking technologies
- Must have knowledge of RF systems such as transmitters, receivers, combiners, duplexers and antenna systems
- Must have strong self-driven work ethic and "people" skills necessary to work closely with NWCDs member agency departments

**WORK ENVIRONMENT/PHYSICAL REQUIREMENTS**

The position involves considerable and frequent physical exertion, such as but not limited to; lifting objects up to 80 pounds, lifting reasonably weighted items to a height above 6 ft to install or move - including while on a ladder, assuming awkward positions for long periods of time, walking or standing 6 to 7 hours, climbing ladders, and climbing up to 7 flights of stairs.

Vision, perception of color, hearing, and speaking required for use with written material, making repairs, reading a computer monitor, telephone and in-person communications, etc.

**ADDITIONAL REQUIREMENTS:**

Mandatory On-Call availability – Must be available for a 24 hour call out.

*The preceding statements are illustrative of the functions of the job and Northwest Central Dispatch retains the right to modify or change the duties or essential functions of the job at any time.*