

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (INFORMATION TECHNOLOGY DIVISION – INFRASTRUCTURE & OPERATIONS SECTION – LOCATION – 330 WENTWORTH ST. N.)

RF (RADIO FREQUENCY) SYSTEMS SPECIALIST

SUMMARY OF DUTIES

Reporting to the Supervisor, Infrastructure & Operations, responsible for the daily operation of a Trunked Mobile Radio System which will be accessed by the Hamilton-Wentworth Police Services and Hamilton Emergency Services and other Public Service Users. Ensure the system operates within established System Policies and that Users are provided with quality radio communication service at all times.

GENERAL DUTIES

Works with Senior Management to develop and maintain accurate records of operational cost sharing associated with all aspects of the system by applying fair and reasonable charges for future users.

Assumes responsibility for investigating and evaluating all new technology and cost recovery opportunities for the effective use and sharing of system resources by users.

Maintains comprehensive, up-to-date knowledge of all aspects of the system's scope, functionality and capabilities and communicates this information to system users in understandable and concise language.

Ensures the system's operating parameters are maintained at optimal levels by assigning system features and privileges on a per user basis and maintaining equitable control over system usage.

Manages the resources of the system to maximize availability of service to all users.

Manages physical security and site access to all corporate radio sites including the management of site activity / access logs.

Co-ordinates all work internal or by external vendor at city operated radio sites in order to ensure that the operation of the corporate radio system is not negatively impacted or performance is not impaired by any system co-located at a corporate radio site.

Manages all licensing requirements relating to the operation of the Corporate Radio System and other radio equipment which is administered by the Emergency Services - Corporate Radio Group.

Monitors various sources of information and makes recommendations to Senior Management in order to protect city's interest in all matters relating to RF spectrum management.

Manages lifecycle issues of end-user equipment, RF systems, physical plant (i.e. physical enclosure/building, towers, HVAC, UPS, Generators) at all radio sites.

Leads contact / liaison with all internal and external user groups.

Manages all preventative maintenance programs for corporate radio equipment / systems ensuring all equipment is maintained in a manner to ensure that system reliability is maintained.

Manages / administers comprehensive asset records of all radio equipment (i.e. end-user, infrastructure and radio shop test equipment) including management of all equipment warranty claims.

Monitors operational budget and makes recommendations on end-user equipment, RF systems, physical plant (i.e. physical enclosure/building, towers, HVAC, UPS, and Generators. {OK}

Provides guidance and expertise by effective participation on a committee comprised of user group representatives.

Receives and resolves service requests in a timely and competent manner by accurate interpretation and prioritization of requests.

Provides analysis and collect information with respect to radio activity for the purposes of LR progressive discipline process.

Provides advice and research in the area of collective bargaining, including the development of management proposals.

Required to work during labour disputes or other work stoppages and to perform a variety of added duties during these events.

Performs other duties as assigned which are directly related to the responsibilities of the position.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

QUALIFICATIONS

1. Extensive knowledge in telecommunication systems and various RF systems obtained through a combination of post secondary education and/or progressive experience working / training in operation of trunk radio system as a technician, system technologist or service shop manager with strong technical experience.
2. Extensive working knowledge of PC-based work stations and terminals.
3. Extensive working knowledge of DOS and terminal programs, IP-based networks, fibre optic networks, microwave, multiplex systems.
4. Knowledge in Motorola Two-way Voice Conventional and Trunk Radio Systems (Smartnet Analog, Astro Digital P25, Simulcast Infrastructure).
5. Knowledge in IP-Based Private Data Radio Networks.
6. Must possess strong interpersonal skills and have the ability to deal effectively with staff, management, and the public.
7. Excellent organizational time management and report writing utilizing both verbal and written communication skills.
8. Must possess excellent written and verbal skills in order to prepare analytical reports and recommendations.
9. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.
10. Knowledge of budget process and budget control.
11. Computer literacy in a Windows environment utilizing Microsoft Office XP applications; word processing, spreadsheets and presentation software.
12. General understanding of Labour Relations with respect to the Progressive Discipline Process.

13. Demonstrated ability to provide leadership in a multi-union environment.
14. Due to the nature of Emergency Services, the incumbent may be required to report to work outside normal business hours and various work locations.
15. Meet security clearance requirements as specified by Hamilton Police Services.
16. Must possess a Class "G" Driver's License valid in the Province of Ontario and be able to maintain same.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.