

Title:	Effective Date:	Grade:	Job Category:
<b>Telecommunications Operator</b>	May 11, 2012	VII	Technician
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Telecommunications Operator	August 24, 2007	VII	1 of 1

*CHARACTERISTICS OF WORK*

Under general supervision, this position is responsible for handling two-way radio communications between the Central Office complex and approximately 700 statewide system users, telephone traffic and operating in a nationwide law enforcement computer network.

*EXAMPLES OF WORK*

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas State Highway and Transportation Department is an "at will" employer.

- Compile information, make proper notifications, and complete technical reports on the following:
  - vehicle impoundments
  - incidents involving hazardous materials
  - road and weather conditions statewide
  - closings of interstate and state highways
  - other occurrences affecting the Department and/or the motoring public
- Operate terminal equipment in accordance with statutes of the ACIC/NCIC/NLETS computer systems, FCC rules and regulations, and Department policy to obtain vehicle and driver information nationwide.
- Maintain an accurate, legible log of all events.

*MINIMUM REQUIREMENTS*

The educational equivalent to a diploma from an accredited high school. Ability to write legibly, speak clearly in the English language, and type. Meet minimum standards for certification by the Arkansas Crime Information Center (ACIC), including fingerprinting and police background investigation. Experience in operating a complex two-way radio communications system, and working knowledge of computer terminal operations desired. Availability for shift work, including weekends and holidays.

*("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)*

