

Title: Telecommunications Supervisor II	Effective Date: May 11, 2012	Grade: XI	Job Category: Technician
Prior Title: Telecommunications Operator Supervisor	Prior Effective Date: August 24, 2007	Grade: XI	Page: 1 of 1

CHARACTERISTICS OF WORK

Under general supervision, this position is responsible for the operation of the Department's telecommunications center.

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.

- Monitor the operation of the telecommunications center and ensure conformity with Departmental and federal regulations.
- Train new operators.
- Schedule and supervise other operators to maintain a 24-hour, seven-day week operating schedule.

MINIMUM REQUIREMENTS

The educational equivalent to a diploma from an accredited high school. Training or experience in two-way radio dispatching and computer word processors. Ability to perform all the duties of the Telecommunications Operator. Meet minimum standards for certification by the Arkansas Crime Information Center (ACIC), including fingerprinting and police background investigation. Minimum two years of supervisory experience in the telecommunications operations field.

("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.)

