

Enterprise Information Services
Radio Communications Unit
Duty Statement

Section	Infrastructure Services- Unified Communications
Unit	Radio Communications Unit
Position Number	065-650-1312-002
Classification	Staff Information Systems Analyst (Specialist)
Revised Date	January 6, 2012

Supervision: Under the general supervision, objectives, priorities, and deadlines of the Data Processing Manager II (DPM II), the Staff Information Systems Analyst (Specialist) will perform high level and complex technical functions within the Radio Communications Unit. Functions include, but are not limited to: coordinating with institution's radio liaison staff at various CDCR locations for work related service disruptions, requests and identifying and resolving radio communications-related issues.

Knowledge: The incumbent at this level is expected to maintain extensive and specialized information technology, and radio communications technical and regulatory knowledge as well as expertise on all departmental public safety radio communications systems, and those used by allied federal, state, and local public safety agencies to facilitate integration and interoperability. Travel is required, including visiting operating institutions, juvenile justice facilities, and camps. The incumbent will be expected to develop radio lesson plans; review/update established training plans to meet all radio procedures and regulations. Provide radio training on interoperability to local city, county and state agencies for mutual aid response to CDCR institutions and parole operations. Departmental training instructor for the four institution radio systems: 800MHz trunked/conventional, California Multi-Agency Radio System (CMARS), California Law Enforcement Mutual Aid Radio System (CLEMARS), California Law Enforcement Radio System (CLERS), Division of Adult Parole Operations (DAPO), Office of Correctional Safety (OCS) radio systems statewide: VHF, UHF, 800MHz trunked/conventional, and radio tracking systems: System Watch/SIDR and Site Lens. The incumbent must be able to research, analyze, and identify radio communications requirements for the Department to meet safety, security, business, and operational objectives with department-wide impact to maintain consistency and long-term applicability. Monitors the programmatic and cost-effectiveness of new and existing radio communications networks and design. Coordinate the development and maintenance of the radio communications component(s) of the Department's Operational Recovery Plan. Backup to the DPML at public safety forums or user groups, providing technical input to and assessment of all planning and implementation efforts of CDCR's radio system. Assist in the development of Feasibility Study Reports (FSR), Request for Proposals (RFP), Budget Change Proposals (BCP), Departmental Operations Manual (DOM), other required correspondence or documentation on policy decisions, and for radio communications systems replacement and improvements

Guidelines: To be successful, the incumbent must be capable of providing problem-solving analyses, recommendations, and guidance to other project managers to implement solutions for network hardware and software applications relating to the Department's radio communications infrastructure. Use automated tools and processes to document and track calls for services. Responsible for providing technical consultation regarding radio communications policy and procedures to departmental managers and makes presentations to Executive staff on radio communications needs, new technology trends, secure wireless applications, and specific budgetary proposals. Coordinate activities related to planning,

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acquisition, quality control, and technical consultation with the appropriate stakeholders or other state agencies as required.

Scope and Effect: Assist in the evaluation, selection, and procurement of new technologies and provide technical consultation and presentations when required to management. Provide statewide user support and problem resolution for the Department's radio communications systems, trouble shoot radio communications issues, directs vendors and departmental personnel to assist in completing all assigned projects on schedule, provide user training, and maintain accurate records and provide status and/or special reports concerning project issues; document problem resolution activities, and advise management of progress on assigned projects. Develop and assist with implementation of policies, standards, and procedures for quality and cost-effective voice communications networks within the Department.

Complexity: The incumbent at this level is expected to be able to monitor the programmatic and cost-effectiveness of new and existing radio communications networks and design. Coordinate the development and maintenance of the radio communications component(s) of the Department's Operational Recovery Plan. Backup to the DPMII at public safety forums or user groups, providing technical input to and assessment of all planning and implementation efforts of CDCR's radio system.

Personal Contact: The incumbent works with managers, technical staff, engineers, and system users to provide and make recommendations regarding systems and problems requiring solutions. The incumbent frequently contacts program area staff, radio liaisons, and vendors to provide oversight and adherence to contractual terms for project, and support. The incumbent works with IT staff and external entities to coordinate problems-solving and to ensure conformity of methods and best practices. The incumbent must be able to communicate effectively, both orally and in writing, with subordinates, peers, clients, and customers at all levels.

Purpose of Contacts: The incumbent must possess an ability to influence, motivate, persuade, and lead individuals or groups. Travel is required.

Specific responsibilities:

40%	Project Management/Customer Service
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- Plan, organize and oversee all institutional projects
- Participate in the planning of radio communications systems for the institution and provide technical guidance and direction to institution management
- Ensure all procedures are in compliance with the Departmental Operations Manual, State Administrative Manual, Federal Communications Commission regulations, and legislative mandates
- Develop radio lesson plans, including review and update established training plans to meet all radio procedures and regulations
- Provide mutual aid training and response to CDCR institutions and parole operations
- Serve as lead for the guidance of technical and engineering staff from PSCO in the coordination and scheduling, and complete of project work
- Provide status reports

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- Prepare and participate in preparation of project plans and proposals
- Conduct institution Peer Reviews to ensure compliance with departmental policies and procedures

30%	User Support
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- Support customers through submittal of new service requests
- Conduct problem-solving analysis, recommendations, and guidance to other project managers
- Participate and facilitate Memorandums of Understanding and Frequency Use Agreements
- Assist institutions and programs in establishing primary use agreements with county regional communications systems
- Implement solutions for network hardware and software applications relating to the Department's radio communications infrastructure
- Use automated tools and processes to document and track calls for services
- Responsible for providing technical consultation regarding radio communications policy and procedures
- Make presentations to Executive staff on radio communications needs, new technology trends, secure wireless applications, and specific budgetary proposals
- Coordinate activities related to planning, acquisition, quality control, and technical consultation with the appropriate stakeholders or other state agencies as required.

20%	Equipment Procurement and Inventory
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- Identify and recommend radio communications procurements and provide assistance to institutions
- Coordinate the development and maintenance of the radio communications component(s) of the Department's Operational Recovery Plan
- Assist in the evaluation, selection, and procurement of new technologies
- Assist institutions in conducting annual equipment inventory and update EIS annual inventory

10%	Train and Mentor
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- Backup to the DPMII at public safety forums or user groups
- Assist in the development of Feasibility Study Reports (FSR), Request for Proposals (RFP), Budget Change Proposals (BCP), Departmental Operations Manual (DOM)
- Participate in formal and informal training programs to strengthen analytical skills and enhance knowledge to provide better customer service to end-users

Employee: _____

Date: _____

Immediate Supervisor: _____

Date: _____