

INTELLIGENT TRANSPORTATION FUSION CENTER OPERATOR

Nature of Work

Under general supervision at the full performance level works in an Intelligent Transportation Fusion Center under the ITFC Supervisor in the Department of Transportation. Work involves traffic systems control, incident/congestion management, and communications. Employees operate state of the art, computerized traffic management work stations designed to facilitate traffic flow and minimize congestion. Employees undergo training and are assigned progressively responsible duties in the areas of traffic detection monitoring, programming motorist information systems, assessing incident scenes, and operating radio communications systems. Employees in this classification will perform a variety of clerical, technical tasks and other related duties. Employees receive supervision from a Intelligent Transportation Fusion Center Supervisor (ITFCS) or other designated official. Employees may be required to work rotating shifts, to include evenings, nights, weekends and holidays. In the event of emergency highway conditions, employees are subject to call back during scheduled off hours. Operator may be required to work and/or relocate to the Auxiliary Intelligent Transportation Management Center located in Huntington on an emergency or temporary basis. Performs related work as required.

Examples of Work

Essential Job Functions (Any specific position in this class may not include all of the duties listed, nor do the examples listed cover all of the duties which may be assigned.)

- Monitors real-time traffic data; accurately locates incidents graphically on computer using only verbal descriptions.
- Prepares various logs and reports pertaining to traffic conditions, incident management, equipment placement, etc
- Learns to assess congestion levels and incident condition and severity, brief Supervisor and/or Manager of situation and possible ramifications, and respond accordingly.
- Programs and operates motorist information systems such as dynamic message signs (DMS) and highway advisory radio (HAR).
- Monitors closed-circuit television system, police scanners and citizens' band radio transmissions for incident detection and verification.
- Monitors and transmits radio communications between State and/or other agencies, such as the West Virginia Department of Highways, West Virginia State Police, METRO 911, and other agencies having jurisdiction in ITS Corridors.
- Monitors, gathers and relays Emergency, Traffic, Safety, Weather and other information to the appropriate agency.
- Verify incidents and congestion using closed-circuit television surveillance system and electronic data.
- Dispatches necessary response equipment to incident scenes.
- Programs and operates internet website information network.
- Checks districts daily to record weather, stream and other hazardous conditions.
- Monitors statewide weather forecasts, and transmits this information.

INTELLIGENT TRANSPORTATION FUSION CENTER OPERATOR (CONT'D)

Examples of Work (Cont'd)

Answer inquiries from the public and media and provides the appropriate information.
Relay information to agency personnel.
Receives traffic and incident data from the Geographic Information System (GIS).
Monitors Roadway Weather Information Systems (RWIS) and (ESS) Sensors.
Records weather and road condition tapes for Highway Advisory Radio (HAR).

Knowledge, Skills and Abilities

Knowledge of the operating commands of several different systems.
Knowledge of the functions and applications of the equipment utilized in providing effective incident management.
Knowledge of the operation of communications systems.
Knowledge of the West Virginia State highway system.
Knowledge of English usage and grammar.
Knowledge of hazardous materials codes.
Skill in map reading.
Skill in providing effective communication.
Ability to learn about state and national emergency facilities, services and notification techniques.
Ability to listen well and speak clearly and distinctly.
Ability to function in stressful situations that require immediate responses.
Ability to anticipate unsafe roadway conditions and to respond accordingly.
Ability to prepare various logs and reports pertaining to traffic conditions, incident management and equipment placement.
Ability to operate a computer.

Minimum Qualifications

Training: Graduation from a standard high school or equivalent.

Experience: One year of full-time or equivalent part-time paid experience as an emergency telecommunicator or equivalent experience in an electronic traffic management center environment OR two years of experience in radio communications/dispatching, telephone customer service work, information system help desk work, or telemarketing.

Special Requirement: (1) Applicants may be subject to a background check which may impact on employment. (2) A history of arrest or conviction is not an automatic disqualification to employment. (3) Employees in this classification are considered "Essential Employees" and may be required to sign and agree to all policies and procedures relating to "Essential Employee" status.

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INTELLIGENT TRANSPORTATION FUSION CENTER OPERATOR (CONT'D)

Minimum Qualifications (Cont'd)

(4) Employee may be required to submit to a drug or/and alcohol testing at anytime as defined by the Department of Personnel policies. (5) A valid West Virginia driver's license may be required.

Established: 8/21/08

Revised: 3/13/09

Effective: 3/13/09