COMMUNICATIONS COORDINATOR

Nature of Work: Under the general supervision of a uniformed supervisor, coordinates the operation of the Division of Public Safety's communications system, WEAPON. The work involves installing/removing user law enforcement agencies on the terminal system. Performs related work as required.

Examples of Work
Reviews applications from law enforcement/criminal justice agencies for inclusion in WEAPON system. Recommends denial/approval of application to communications officer. Coordinates installation of new user agencies to WEAPON system or removal of an agency from the system. Adds or deletes terminals to system through software configuration. Receives National Crime Information Center (NCIC) validation tape and submits to data processing section for production of printout. Reviews all agreements relating to proper use of WEAPON system and assists user agency in resolving problems in executing the agreement. Assists users in correcting problems relating to WEAPON system; assists field operators with operational problems. Maintains Public Safety headquarters telephone system by programming telephones, adding and removing telephones, processing calls, running reports and updating files. Reviews and distributes all material received from NLETS and NCIC to user agencies on WEAPON system. Ensures that all user agencies are informed of changes which effect operation of terminals. Updates WEAPON operation manual in conjunction with Public Safety data processing manager for user agencies. Supervises the work of terminal operators as necessitated by the absence of Telecommunicator Supervisors. Assists WEAPON Instructor/Auditor in training of Telecommunicators (terminal operators) and user agency coordinators. Assists in preparation of special statistics relating to communications section. Assists in interviewing applicants for Telecommunicator positions. Evaluates work performance of civilian employees.

Knowledge, Skills and Abilities
Knowledge of NCIC operating and code manuals. Knowledge of Division of Public Safety policies and procedures relating to use of NCIC and NLETS. Knowledge of modern office practices and procedures.
Knowledge, Skills and Abilities (cont'd)

Knowledge of arithmetic and English grammar and common usage.
Ability to retain and summarize information and to relay sometimes critical information clearly, promptly and accurately.
Ability to type accurately a rate of 25 w.p.m.
Ability to work quickly and accurately under pressure.
Ability to operate teletype.
Ability to train, supervise and evaluate others.

Minimum Qualifications

Training: Graduation from a standard high school or the equivalent.
Experience: Three years of full-time or equivalent part-time paid experience as a telecommunicator.
Special Requirement: Must maintain a current certification as a WEAPON terminal operator (recertification every two years).

Established: 8/19/93
Effective: 4/1/94