

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

TELECOMMUNICATOR - COMMAND CENTER

POSITION CODE: 45316

Effective: 9-1-89

DISTINGUISHING FEATURES OF WORK:

Under direct supervision, performs highly sensitive, demanding and specialized communications functions relating to the communications and security operations of the Illinois State Police Command Center.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Utilizes a variety of communication and computer equipment and systems to establish and maintain communications networks referencing to the legal, security and specialized needs and requirements of the Illinois State Police, Governor, elected officials, and other agencies of state, federal and local governments and the general public.
2. Provides direct communications access to top management personnel of the Illinois State Police such as the Director and Superintendents of the Illinois State Police and the various divisional, area and district command officers advising of any and all incidents demanding special attention or which may require high level command decisions; distributes messages pertaining to Illinois State Police policy and operational needs.
3. Maintains constant communications and contact liaison with other state agencies, various divisional, area and district personnel of the Illinois State Police and other multi-jurisdictional efforts, as required and necessary, in the event of major natural and man-made disasters, civil disorders, riots, prison disturbances, aircraft crashes.
4. Functions as the State's National Warning System (NAWAS) control point; monitors NAWAS and utilizes special equipment to initiate and respond to scheduled and unscheduled daily/weekly/monthly tests; coordinates information between National Warning Center and affected Illinois State Police districts during disasters, unusual incidents, missing aircraft, etc.; disseminates the state's weather watch/warning information received from the National Weather Service (NWS) to affected areas via teletype; disseminates state's highway condition report to National Weather Service wire via the state's control point computer system during winter months.

TELECOMMUNICATOR - COMMAND CENTER (Continued)

5. Operates as the state's control terminal for the National Law Enforcement Telecommunications System (NLETS); responsible for redirecting messages with invalid/incorrect originating agency identifier (ORI) to the appropriate agency; evaluates messages received for determination of proper text formulation as dictated by LEADS rules/regulations for distribution in Illinois, retypes improperly structured NLETS messages to conform to LEADS standards prior to dissemination to the appropriate affected areas; provides out-of-state agencies with assistance in obtaining responses from Illinois agencies pertaining to Illinois Computerized Hot Files (CHF) entries who fail to respond to confirmation requests within the prescribed ten minutes when LEADS User Services are not staffed.
6. Monitors and responds to a variety of security alarms involving security areas of the department, other agencies, and personal residences of high level state officials.
7. Provides routine and specialized telephone communication services such as dedicated "800" telephone lines; for example, I-SEARCH Hot Line, Arson Hot Line, two WATS lines for departmental use, Department of Internal Investigation WATS line, Medical Response System WATS line; provides communication coverage during off-duty hours, weekends and holidays for various divisions of the Illinois State Police and the Office of the State Fire Marshal; serves as Capitol Complex switchboard during weekends and holidays.
8. Prepares, maintains and updates station files, security care files, special logs, duty rosters for numerous divisions/departments from throughout the State, Command Center Help File which contains numerous/varied subjects pertinent to the entire law enforcement community, itineraries of command personnel from throughout the State and the Officer Safety File.
9. Coordinates requests for the use of Department of Transportation helicopters in medical emergencies and other related law enforcement activities; dispatches agency aircraft during prison escapes and disturbances, surveillances, traffic control and executive transportation.
10. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skills and mental development equivalent to completion of four (4) years of high school.

Requires possession of a valid LEADS operator certificate.

Requires six (6) months of field training program; after successful completion of Telecommunicator training (18 mos.), such as may be obtained at a State Police district communications center.

TELECOMMUNICATOR - COMMAND CENTER (Continued)

Knowledges, Skills and Abilities

Requires ability to successfully complete Command Center Training Program.

Requires working knowledge of law enforcement telecommunications procedures; federal communication rules and regulations; state, federal and local government law enforcement communications; radio, computer and telephone network and systems; law enforcement filing and records systems; law enforcement terminology and concepts; security and privacy regulations; and the 9 1 1 law.

Requires working knowledge of the operation and care of a typewriter.

Requires working knowledge of office practices and procedures, business English, spelling and commercial arithmetic.

Requires working knowledge of the operation and care of a personal computer.

Requires working knowledge of the operation and care of a multi-channel tape recorder and be adept at extracting recorded transactions as necessary for performance ramifications.

Requires working knowledge of the operation and care of the information center terminal.

Requires working knowledge of the operation and care of the EXTEL weather terminal.

Requires working knowledge of the operation and care of security alarm system.

Requires demonstrated ability to type at a minimum of 40 wpm.

Requires a clear speaking voice, good vision and hearing, and an ability to effectively communicate ideas and events.

Requires ability to maintain self-control under stress conditions.

Requires ability to properly arrange material for transmission and to determine priority of messages.

Requires ability to recognize malfunctions of equipment and coordinate several radio and computer functions simultaneously.

Requires ability to establish and maintain satisfactory working relationships with other employees, officers, state elected officials and the public.

Requires ability to operate in an independent manner.

Requires ability to effectively work with ambiguity or unclear communication in conversation with the public.

Requires ability to follow oral and written instructions and exercise good judgment.

Requires ability to pass an agency security check.

Working Conditions

Must be able to work assigned shifts, weekends and holidays.