

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

TELECOMMUNICATOR LEAD WORKER - COMMAND CENTER

POSITION CODE: 45318

Effective: 9-1-89

DISTINGUISHING FEATURES OF WORK:

Under direction, functions as a lead worker of Telecommunicator personnel of the Illinois State Police Command Center; instructs, advises and assists Telecommunicator personnel in the interpretation and application of policies and operating procedures and practices as they apply to the transmission of high priority, sensitive, classified or other communications relating to the legal, security and specialized requirements and the functions of the command echelons of the Illinois State Police.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Functions as a lead worker on a shift when a supervisor is unavailable for immediate supervisory direction, and provides a resource for assistance or direction in the telecommunications functions and operation of the Command Center.
2. Conducts formal and ongoing and on-the-job training of telecommunicator personnel relating to the specialized functions and requirements of the Command Center.
3. Assists supervisor and State Police supervisory personnel in preparing, reviewing and revising operating, procedures and policy manuals and directives; monitors, evaluates and ensures compliance of Telecommunicators with operating procedures and policies and the accurate and timely handling of routine and high priority traffic.
4. Initiates specialized procedures and operations to alert and advise the Illinois State Police command echelon of all incidents requiring special attention and/or high level command decision and resolution.
5. Monitors and/or assures maintenance of constant communications and contact with other state agencies and various divisional, area and district Illinois State Police personnel and other multi-jurisdictional efforts in the event of major natural and manmade disasters, civil disorders, riots, prison disturbances and major transportation accidents.

TELECOMMUNICATOR LEAD WORKER COMMAND CENTER (Continued)

6. Monitors and participates in the operation of 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.
7. Monitors and participates in the operation of 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.
8. 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.
9. Provides routine and specialized telephone communication services such as dedicated "800" telephone lines; such as, 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.
10. Prepares, maintains and updates station files, security card files, special logs, duty rosters for numerous divisions or departments from throughout the State, Command Center Help File which contains numerous and varied subjects pertinent to the entire law enforcement community, the itineraries of command personnel from areas throughout the State and the Officer Safety File.

TELECOMMUNICATOR LEAD WORKER COMMAND CENTER (Continued)

11. 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.
12. Maintains and validates all station LEADS record and coordinates training of all station personnel on LEADS capabilities, procedures, regulations, and policies; maintains LEADS manuals and incorporates updates periodically; assists supervisor to insure that all LEADS regulations and policies are followed and provides input regarding problems and ideas for improvement and changes to LEADS.
13. Performs Law Enforcement Telecommunicator duties and assists lower level Telecommunicators in the operation of two-way radio and computer terminal equipment to transmit and receive police business and Illinois State Police Emergency Network (ISPERN) and Medical Emergency Communications Network (MERC) messages between mobile and other base stations, and monitors multiple radio channels as assigned; assists in determining priorities and validity of messages.
14. Assists lower level Telecommunicators and local law enforcement Telecommunicators in the resolution of radio and on-line computer operation problems.
15. Performs Law Enforcement Telecommunicator duties and assists lower level Telecommunicators in the keyboard operation of a computer terminal (CRT); logs radio traffic; enters and retrieves pertinent information, codes, documents, statistics, data and logs; may be subpoenaed to verify the accuracy and validity of log transactions; enters, accesses and verifies computerized files; Traffic Information Planning Systems (TIPS), National Law Enforcement Telecommunications System (NLETS), National Crime Information Center (NCIC), Computerized Hot Files (CHF), Computerized Criminal History (CCH), Firearms Owners Identification (FOID), and the State Alcohol Licenses (SALOON) and interprets responses.
16. Recognizes malfunctions of a computer terminal and works closely with wire services and state computer center (law enforcement agencies data system) to test and reprogram the terminal.
17. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

TELECOMMUNICATOR LEAD WORKER COMMAND CENTER (Continued)

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of high school.

Requires possession of a valid LEADS operator certificate.

Requires two years experience, as a law enforcement Telecommunicator and LEADS/TIPS computer terminal operator, or one year as a Telecommunicator Lead Worker in a district communications center.

Knowledges, Skills and Abilities

Requires working knowledge of the Illinois State Police Command Center communications practices, policy and procedures as they relate to the handling of high priority and sensitive and classified information.

Requires working knowledge of law enforcement communications procedures, FCC rules and regulations, law enforcement computer systems (LEADS, TIPS, NLETS, NCIC, FOID, SALOON, CCH), law enforcement filing and records systems, law enforcement terminology and concepts, security and privacy regulations and the 911 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 the information center terminal.

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

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

Requires ability to type a minimum of 40 words per minute.

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 extreme stress conditions.

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

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

Requires ability to establish and maintain satisfactory working relationships with State Police command personnel and officers, other employees, and the public.

Requires ability to adapt to scheduling problems on short notice, working weekends and holidays, and alternating work shifts as required.