

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency TECH, MGMT AND BUDGET - IT
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Center for Shared Solutions
4. Civil Service Position Code Description RADIO COMMUNICATIONS TECHNCN-A	10. Division MPSCS
5. Working Title (What the agency calls the position) Radio Template Programmer - RCT 11	11. Section Programming
6. Name and Position Code Description of Direct Supervisor RUSSO, CHRISTOPHER J; DEPARTMENTAL MANAGER-3	12. Unit Radio Programming Unit
7. Name and Position Code Description of Second Level Supervisor JANNERETH, KATE M; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work MSP Building, Dimondale MI / 8:00am to 5:00 pm, Monday - Friday

14. General Summary of Function/Purpose of Position

This position is the recognized resource for the Metro region of the State of Michigan. They will be responsible for approximately 44,401 radios within that region. The position exercises responsibility for the development of radio programming files for distribution and installation into Michigan's Public Safety Communications System (MPSCS) radios. The position is responsible verifying existing Radio IDs, creating new ID's, Talkgroups and Encryption for use in developing and building the templates installed into an MPSCS radio.

This position requires the extensive use of computer skills and this person must be able to accurately enter data into the radio programming files and associated asset management software (EAM), MCM Technologies Radio Management (RM) databases and other platforms as needed. This position requires the use of radio manufactures programming software to create the needed programming files for MPSCS customer radios.

This person must function with minimal supervision and require minimal direction while performing these duties.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 60

This position is the recognized resources for building radio programming templates for all MPSCS radios in the Metro region of the State of Michigan (approximately 44,401 radios).

Individual tasks related to the duty:

- Identify radio programming needs through written request, user contract, related task, or MPSCS initiated change/requirements, Radio Management work request submission.
- Contacts user to define and verify all request changes.
- Develop prototype template for field testing.
- Request radios IDs and Talkgroup IDs for radio templates.
- Build radio templates for MPSCS radios in Grand Region.
- Quality checks templates, talkgroups, hex codes, talkgroup alias and softkey setting for accuracy and removes errors.
- Builds archives as required for distribution to field units for radio programming.
- Coordinate reprogramming of all appropriate field units.
- Programs, load configuration, troubleshoots critical IT network for Public Safety Dispatch and 911 including dispatch consoles, radios, servers, recording equipment and telecom circuits.
- Performs and participates in disaster recovery functions including system backup and recovery and participates in contingent communications planning in case of system outage.

Duty 2

General Summary:

Percentage: 15

Using EAM, Microsoft Access and Microsoft Excel and Radio Management this position is responsible for compiling, recording and making database entries into the EAM system and associated databases used by MPSCS.

Individual tasks related to the duty:

- Complies with equipment information and data accuracy for EAM and RM associated databases.
- Determines billing levels appropriate for each radio template.
- Inputs equipment and associated information into EAM associated databases.
- Quality checks EAM and databases as required for accuracy of radio records.

Duty 3

General Summary:

Percentage: 10

This position is responsible for the programming of MPSCS radios.

Individual tasks related to the duty:

- Programs MPSCS radios with appropriate templates and encryption codes.
- Supports MPSCS field staff as required for programming of MPSCS radios.

Duty 4

General Summary:

Percentage: 10

This position supports other technical areas of MPSCS as required.

Individual tasks related to the duty:

- Supports NCC in programming IDs and Talkgroups.
- Investigates issues related to MPSCS radios operations on the system.
- Supports evaluation of new radios for compliance with technical and performance standards as required by the MPSCS.
- Tests new programming software and providing field support for new programming software.
- Responds to requests for information regarding radio templates and associated records in EAM and RM databases.
- Supports statewide public safety communications in the time of disaster or crisis as needed.

Duty 5

General Summary:

Percentage: 5

Other duties as assigned.

Individual tasks related to the duty:

- Respond to internal and external emails.
- Recorded hours and associated activity reports.
- Routine paperwork and records in support of this position.
- General housekeeping of work area.
- As required in support of the MPSCS.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Decisions involving number and configuration of individual talk groups assigned to participating entities in the MPSCS; quality/type of inventory to be ordered and held in storage; providing assistance to participating public safety entities in the determination of the number and type(s) of radios needed; providing responses to oral and written inquiries concerning the programming and supply of radios.

17. Describe the types of decisions that require the supervisor's review.

Fundamental policy decisions where no precedent exists.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Radio technicians routinely must lift radios and packing boxes weighing 50 pounds in and out of vehicles. Must be able to carry test equipment weighing 35 pounds and move 200-pound base radios and consoles with assistance. They encounter high voltages and potential for RF exposure while working on transmitting equipment and computer controlled UPS systems. This position must be capable of driving vehicles up to two-ton trucks and different vehicles every day. Must possess sufficient hearing to evaluate proper operation of two-way radio equipment and gear commands and warnings while engaged in work.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | |
|---|--|
| ☐ Complete and sign service ratings. | ☐ Assign work. |
| ☐ Provide formal written counseling. | ☐ Approve work. |
| ☐ Approve leave requests. | ☐ Review work. |
| ☐ Approve time and attendance. | ☐ Provide guidance on work methods. |
| ☐ Orally reprimand. | ☐ Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

The Michigan Public Safety Communications System (MPSCS) provides Communications for over 2000 Public Safety Agencies in Michigan. This position exercises responsibility for the planning, programming, development and installation of all templates, talkgroups and radio ID's for all radios utilized in conjunction with Michigan Public Safety Communications System (MPSCS).

Competencies: Tech/Prof. Knowledge and Skills, Building Customer Loyalty, Decision Making, Stress Tolerance and Communication

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

The essential duties and tasks of this position have not changed, the update is to align this PD with that of the most recent version for this classification including adding the following tasks:

- Programs, load configuration, troubleshoots critical IT network for Public Safety Dispatch and 911 including dispatch consoles, radios, servers, recording equipment and telecom circuits.
- Performs and participates in disaster recovery functions including system backup and recovery and participates in contingent communications planning in case of system outage.
- Supports statewide public safety communications in the time of disaster or crisis as needed.

25. What is the function of the work area and how does this position fit into that function?

The work area builds the specific templates that are installed in the MPSCS radios. Each MPSCS radio is programmed with a unique template that identifies the Radio ID, Talkgroups and functions required by the Public Safety agency in support of their mission.

This position is required to meet the expanding deployment of the MPSCS radios to Michigan's First Responders. This position builds and deploys the required template for programming and enabling the First Responder's Radios.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of an associate's degree in electronic technology.

EXPERIENCE:

Radio Communications Technician 11

Three years of experience equivalent to a Radio/Communications Technician, including one year equivalent to a Radio/Communications Technician E10.

Alternate Education and Experience

Radio Communications Technician 8 - 12

Three years of experience as a radio communications technician, three years of experience as an electronics technician performing electronics component repair, or three years of experience as an information technology technician working on computer hardware or infrastructure may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to organize and coordinate the work.
- Ability to establish work priorities and assigns work to other radio/communications technicians.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Duties may involve use of personal vehicle.
- FCC General Radio Telephone License, APCO Certificate, or approved equivalent.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

None

I certify that the entries on these pages are accurate and complete.

SHANITRA FLUELLEN

7/1/2026

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date