

**NON-MANAGEMENT JOB DESCRIPTION
POINT RATING EVALUATION PLAN**

Working Title AFRRCS Operations Team	Name AFRRCS Telecommunications Support Technician
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Position Number	Reports to Position No., Class & Level AFRRCS Operations Team Lead	Division, Branch/Unit AEMA, SSS, AFRRCS	Ministry PSES
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Present Class Technologies 4 (TN4)	Requested Class Tech 4
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Dept ID	Program Code	Project Code (if applicable)
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PURPOSE:

The Alberta First Responders Radio Communications System (AFRRCS) is a province wide, two-way voice, public safety grade radio solution. AFRRCS will improve the safety of all Albertans; improve the safety of first response officers, be available to all first responders and enable interoperability between all first responders.

Responsibility for AFRRCS operations resides with Public Safety and Emergency Services, under the Alberta Emergency Management Agency, with input from first responder agencies to ensure that AFRRCS meets the current and future needs of all first responder users. The plan is all first responders within Alberta will use AFRRCS. Within this operational environment, the reliability of the communications system can directly affect the level of safety for these professionals. Furthermore, the reliability and effectiveness of the communications network can determine how timely and effective first responders are able to react to the complex environment in which they operate.

As a member of the 8 member System Control Centre (SCC) team, these positions will ensure AFRRCS availability and will be continuously engaged in determining the operational availability of the entire network. The AFRRCS system employs information technology; collectively this system forms the backbone of the command and control network to be used by the first responder agencies. The overall reliability of this radio system will not only impact the effectiveness of the response but could determine if a response is possible. The SCC team continuously monitors the system performance capability and responds to changing situations and events immediately. The operational support requirements surrounding the design and technology of land mobile radio communications system are inherently different from other information technology systems. These environmental conditions make the systems susceptible to significantly increased numbers of potential system failures when compared to data networks and other office environment information technology. The careful assessment of these factors by members of the operations team will determine if there is a system failure, which requires repair and/or realignment or is because of environmental factors beyond the control of the systems operators. With a detailed understanding of the system, the terrain, and the operational usage of AFRRCS, the SCC team carefully analyze performance issues to determine the best possible response to situations.

The primary focus of the operations team members will be the daily operations of AFRRCS. As part of the Operations team, the SCC members will form the contact points for agencies and contractor support activities and they will be the initial touch point for nearly all operational requirements. This team will lead AFRRCS in the operational support processes while maintaining the business relationships with agencies as they conduct operations utilizing AFFRCS as their land mobile radio capability. Members of this team will lead AFRRCS and agency interactions, so as agency requirements change, AFRRCS is responsive with the requisite planning and support to maintain services. Members of the operations team will provide the initial response to all events, issues and situations both technical and operational within AFRRCS. Analysis of such situations will require a

PURPOSE:

detailed understanding of the system technology and the operational requirements for communications by first responders.

The interaction of the SCC team members with the first responders requires that these positions be exempt from any Public Service Union activity that could interrupt the work. Any interruption to the support of AFRRCS could directly affect the safety of Albertans.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

Management and Coordination of reported AFRRCS technical and/or performance problems or issues:

The rapid reaction and accurate analysis of reported technical and performance problems and issues by the SCC team is a critical task to the overall effectiveness of AFRRCS in its ability to support first responder agencies. The analyses process will be based on technical knowledge, experience and the mission critical nature of the required response. Utilizing a continuous improvement cycle, members of the SCC team must continuously improve and expand their system knowledge and technical skills as AFRRCS evolves and delivers additional capabilities that have been demanded by the operational community. Unusual problems with a complexity that is out of scope for the members of the SCC team will be managed by the SCC team lead as part of the problem escalation process. In most cases the SCC team will engage other resources such as system support contractors and the system engineering team to mitigate issues and technical problems while ensuring that the affected agencies are briefed on the situations and operational capability affected. The operations team members will continuously track and be prepared to react to changing situations during the resolution process of outages, failures, and system performance issues. The SCC team members will ensure the affected agency and the SCC Team lead are well briefed on the development of restoration efforts on outages, failures, and system performance issues and will be prepared to react to changing situations.

Activities that contribute to the management of reported AFRRCS technical and/or performance problems or issues:

- Analysis of reported technical and performance issues within the AFRRCS network by the on duty SCC team member. This includes the accurate assessment of the operational impact of the situation to the affected agencies;
- Based on the analysis of technical and performance issues, develop and engage a course of action using the correct recovery mechanism. In some cases, the SCC team member can engage a self-directed action that could result in the situation being mitigated. Such activities could include the reset of system components that could be remotely controlled and are within the scope of activities of the SCC team. In some cases the SCC team's problem restoration action could include engagement of internal system engineering or system support contractors;
- The tracking of the restoration or migration activities to technical issues, failures or problems is vital to ensure such situations are managed in accordance with AFRRCS service level objectives.
- Identify to the SCC team lead situations which result in system restoration activities that do not achieve the required operational support result;
- Ensure that the affected agencies are briefed on all technical and performance issues and the planned course of action being engaged to resort or mitigate the situation;
- The SCC team members will review outstanding work orders and ongoing work status to confirm that the operational situation has not changed resulting in a required change to the action plan; and
- The SCC team members will maintain awareness of available support resources such as support contracts and/or in house expertise and how they are engaged.

Ensure the Operational readiness of the AFRRCS Site on Wheels (SOW): Integrated as part of the AFRRCS network are two transportable "Site on Wheels" (SOW). The units are held in standby mode and can be deployed as required. The SOW's have been successfully deployed on numerous occasions and have proven to be valuable tools to the provincial support efforts during emergencies such a floods and fires when additional communication capabilities are needed to be rapidly established. Each SOW consists of an AFRRCS

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site with tower and backhaul satellite system. Additionally, each site comes with approximately 100 hand held radio devices. The work force required for SOW deployments will be centered on the Operations team with back fill coming from the AFRRCS management and technical support team.

Members of the SCC team will be responsible for the deployment and operation of the AFRRCS SOW's when directed to deploy to locations throughout Alberta. Under the direction of the SCC team lead, the members of the SCC team will be tasked to be prepared for operational deployments on a rotational basis within the operations team. Members will typically remain prepared for deployment for up one week. Deployments will typical be announced with not less than 24 hours prior notice to move. The SOW's are expected to be deployed in support of 4 situations or conditions as follows: in support of a provincial emergency, as backfill of failed sites; in support of specific operations and as part of an internal AFRRCS requirement such as training or technical testing. The SCC Team Lead will ensure the SOW's are maintained in state of operational readiness while each team member is expect to have the technical skill and knowledge required to operate the SOW's when tasked to deploy.

Activities that contribute the Operational readiness of the AFRRCS Sites on Wheels (SOW):

- SCC team members will be tasked to conduct routine testing of the SOWs to ensure the SOWs are operationally available for deployments;
- Deficiencies, failures and technical issues associated with SOW will be identified to the SCC team lead and requisite work requests will be forwarded as required;
- Maintenance and testing opportunities will also serve a conduit to conduct internal system skill proficiency and continuation training. This will ensure the operations team and other AFRRCS members are competent on the set up and operation of the SOW's;
- The SOW's and tow vehicles will be operated by members of the SCC team. Under the supervision and coordination of SCC team lead, all members of the operations team will develop proficiency in the transportation of the SOWs; and
- All operations team members will actively participate in training opportunities to ensure members of the Operations Team are technically capability and able to deploy and operate the SOW's.

Coordination of AFRRCS Technical support. As identified in the AFRRCS business case, the support concept to be employed is that of contracted support. To support this concept, a series of support contractors will be contracted based on differing areas of work and the AFRRCS service level objective that has been approved by the AFRRCS Governance council. Working from the AFRRCS SCC, located at the St Albert Provincial Building, the SCC team will monitor, assess and report on the status of the AFRRCS network. The team will identify problems within the network and either restore the failure using remote controlled tools or engage other elements of AFRRCS support. The SCC team may engage support contractors when technical problems have been identified on the network. The SCC team will create the necessary work orders and initiate a work task to the contractor hired to correct that specific issue. The SCC team lead will ensure the SCC team members understand the usage of contractors and how to engage each contractor. The on-duty SCC team member will closely track the response and effectiveness of each task and report any issue to the SCC team lead as required for action. The SCC team member on duty will prepare briefings at the end of each shift on any outstanding and completed tasks to ensure the overall status of AFRRCS is briefed to the operations team members preparing for duty.

Activities that contribute to the Coordination of Technical Support:

- Each member of the SCC Team will understand the process to be employed to generate a work order and/or work request to the various support contractors;
- The SCC team members will monitor the progress of work requests to ensure tasks and work requests are completed in accordance with the service level objectives and supporting contracts;

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- The operations team members will identify work activities that will impact AFRRCS supported agencies and ensure affected agencies are briefed on activities that could impact their operations. Situations that impact supported agencies will be briefed to the SCC team lead and/or Duty Manager;
- The operations team members will prepare and brief other members of the AFRRCS team at the completion of their assigned shift. The briefing will include both completed and outstanding work requests and tasks;
- The SCC team Lead will act as the initial escalation point for the SCC team for any issues, failures or concerns regarding AFRRCS support contractors; and
- The SCC team lead will act as the initial AFRRCS contact for any agency regarding issues, failures or concerns regarding AFRRCS support contractors.

Support to the Provincial Emergency Coordination Centre (PECC) during Provincial Emergencies.

During a provincial emergency and during the lead up to an emergency there will be an increased requirement for AFRRCS operations to provide accurate and consistent status reporting to the PECC. The SCC team will be the focal point for the information injects. The SCC team will develop an accurate situational picture of the AFRRCS network and identify any system outage or failures that could impact provincial emergencies. The SCC team members will gather and correlate the AFRRCS status information from the system monitors. Additionally, updates from engineering and the radio site support contractors will be used to develop an accurate picture of the available AFRRCS capabilities. Members of the SCC team may be required to provide briefings and updates on the AFRRCS technical situation to the PECC duty staff or the Public Safety and Emergency Services Ministry (PSES) personnel assigned to manage PSES activities during a provincial emergency. Through any provincial emergency, the SCC team must ensure that affected agencies are provided with accurate system status information that could impede their operational abilities. The requirements for these positions to be available to provide support during provincial emergencies require the SCC team members to be exempt from public service union activities that would require the team members to participate in a work stoppage.

Activities that contribute to Support to the PECC during Provincial Emergencies:

- The SCC team will develop and maintain accurate AFRRCS system update reports to be presented to the PECC. Reports must be current, accurate and reflect the impact to first responders in affected areas;
- Members of the SCC team must be prepared to provide AFRRCS status briefings to PECC duty staff or the PSES personnel assigned to manage PSES activities during a provincial emergency;
- The SCC team members will be the initial contact point for priority and accelerated requests for service contractors. The team will approve or forward service requests to the SCC team lead as appropriate to meet the provincial emergency situation;
- The SCC team will track the progress of capability restorative efforts by the AFRRCS engineering team and radio site technical support contractors to confirm any anticipated changes to the AFRRCS system. Changes could include technical issues that have an increased or decreased effect on the emergency situation; and
- During an emergency, if a SOW is required, the SCC team members may be required to deploy and operate the SOW.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

Diversity:

- The AFRRCS SCC is manned 24/7 and will support first responders across Alberta. While there are some agencies such as Sherriff's and Wildlife Enforcement that are internal to GOA, all other supported agencies are either federal, provincial or municipal. This will represent every region of the province;

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

- The work of the SCC team members will require direct interaction with every First Responder agency across the province;
- During provincial emergencies the AFRRCS SCC will work from the PECC and as such the team members could be required to interact with GOA representatives from every Ministry; and
- The deployment of the SOW's could occur in support of any municipality in Alberta. The team members will be required to interact with the various municipal representatives to organize and coordinate matters from location of set up to the transfer of AFRRCS radios to local authorities.

Complexity:

- The AFRRCS SCC team members will be required to understand the structure and architecture of the entire AFRRCS network and system. The team members will require an understanding and describe how each coverage area relates to other areas and how the network switching centers control all areas of the network;
- Based on a detailed understanding of the AFRRCS Network, the SCC team members will interact with agencies across Alberta in the resolution of technical performance issues and equipment failures reported to the operations center. The members must be capable of analyzing system problems and service requests to determine and engage an effective course of resolution of the problems;
- The SCC team must understand the demanded service levels and identify situations where minimum service levels have not been achieved; and
- As an element of interoperability, AFRRCS will be required to provide cross boarder coverage to support cross boarder mutual aid agreements. This will require interactions on a periodic basis with bordering community First Responder representatives in BC, Sask and Montana as well as national organizations that operate in Alberta for specific missions.

Creativity:

- Actively participate and recommend improvements to training exercises to improve the effectiveness of training opportunities to ensure the SCC team members are skilled in the deployment of the AFRRCS SOW's;
- Actively participate and recommend improvements to SOW maintenance routines to ensure the SOW's are kept in a state of operational deployment readiness. During the SOW system testing all technical problems will be analyzed and assessed and the correct rectification process engaged;
- SCC team members will assist in the skills development process for new member of the AFRRCS SCC team to ensure the requirements of the AFRRCS system are supported and sustained. Team members will act as mentors and will assist in the training and confirmation of the complex technical processes required to confirm system parameters and functionality; and
- The operations team members will ensure that all technical failures and system limitations that affect AFRRCS subscriber agencies are reported to the affected agencies based on the AFRRCS service levels.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

Knowledge: The SCC team members require the following knowledge factors to be successful:

- Team members must have a detailed knowledge and experience operating digital Land Mobile Radio (LMR) systems with a widely dispersed architecture for the purpose of supporting First Responders or high availability system usage;
- This position should have a certificate in Network administration or be a certified technician under ASET as an electronics technician or equivalent experience;
- Should have experience working in a network operation center or a facility focused on the monitoring of system functionality. Duties within the SCC would include the analysis of technical failures and impact of system failures to the operational capabilities;

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

- This position must understand the Harris P 25 radio communications systems that includes crypto systems and incorporates multiple network control systems and a system of systems approach to integration;
- Must fully understand command principles employed by First Responders and how LMR supports command; and
- This position must have experience and an understanding of Satellite communications systems.

Skills and Abilities: The position requires the following skills and abilities:

- Able to work with minimal supervision and execute tasks based on predetermined set of tests and system monitor functions. Be able to interpret technical test results and determine the operational capabilities of complex data networks using electronic monitoring tools;
- Effective interpersonal communications skills, team building and consensus making in both routine and stressful conditions. For example, during a provincial emergency;
- Excellent writing and oral presentation skills;
- Effective in analyzing technical problems across a data network and employing a system approach to trouble shooting;
- Ability to conduct research toward a specific problem and prepare briefings and present technical information update briefs;
- Effective skills with common information technology office tools;
- Class 5 driver's license and able to tow a trailer; and
- Ability to hold a Government of Canada security clearance.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

Contact	Purpose
<ul style="list-style-type: none"> • Senior and Executive managers within GOA 	<ul style="list-style-type: none"> • AFRRCS status briefings. • Contact is not frequent but critical to the management of provincial emergencies.
<ul style="list-style-type: none"> • First Responder Dispatch center managers and duty staff from across Alberta. 	<ul style="list-style-type: none"> • Coordination on network changes and/or technical issues and problems within AFRRCS. • Contact is daily with varying agencies.
<ul style="list-style-type: none"> • First Responder Dispatch center managers and duty staff from bordering provinces and Montana. 	<ul style="list-style-type: none"> • Coordination on technical issues and problems to support cross boarder interoperability requirements. • Contact is not frequent but critical in nature when demanded.
<ul style="list-style-type: none"> • AEMA and duty staff at the PECC 	<ul style="list-style-type: none"> • Delivery of AFRRCS status briefs. • Receive updates on situations that could threaten AFRRCS such as weather or fire updates. • Contact is daily
<ul style="list-style-type: none"> • Technical staff from municipal support organizations 	<ul style="list-style-type: none"> • Coordination on network changes and/or technical issues and problems with AFRRCS. • Contact could be frequent or daily.
<ul style="list-style-type: none"> • Technical staff of the RCMP, City of Edmonton, City of Calgary and AHS 	<ul style="list-style-type: none"> • On frequent basis as these will be the major subscriber agencies and will require frequent interaction. Contact is daily.
<ul style="list-style-type: none"> • Community EOC's across Alberta 	<ul style="list-style-type: none"> • In support of emergencies within Alberta communities. • Infrequent and dependant on provincial emergencies.
<ul style="list-style-type: none"> • Industry contracted support organizations 	<ul style="list-style-type: none"> • For the coordination of system maintenance and repair.

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

• Expected to be continuous

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

The SCC team member will be required to work a 24/7 shift system along with their other team members. There are no direct supervisory responsibilities; however, there are significant system management responsibilities associated with this task.

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide [Page 16](#))

Incumbent

Name Signature Date

Director

Name Signature Date

Division Director/ADM

Name Signature Date