

***THIS IS A PREVIEW ONLY. WHEN DONE PREVIEWING, EXIT AND FOLLOW THE INSTRUCTIONS FOR “WHERE TO APPLY” AS STATED ON THE EXAMINATION BULLETIN.***

**Telecommunications Maintenance Supervisor III  
Office of the Chief Information Officer  
Training and Experience Evaluation**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Office of the Chief Information Officer’s Telecommunication Maintenance Supervisor III examination consists of a Training and Experience assessment used to evaluate your education, training, and experience.

This Training and Experience evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

**Section 1: Telecommunications Maintenance Supervisor III - Tasks**

**Instructions:**

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

**Years of experience**

I have performed this task for:

- More than 5 years
- More than 3 years and up to 5 years
- More than 1 year and up to 3 years
- More than 6 months and up to 1 year
- 0 to 6 months

**Level at which the task was performed**

- Supervised others on task
  - Performed task as a lead or trained others on task
  - Worked independently on task
  - Worked under direction on or assisted others with task
  - Not performed
1. Managing a Telecommunications Maintenance Program (e.g., planning, organizing, directing) by preparing a budget for extensive statewide communications to ensure optimal function standards are met.
  2. Overseeing a Telecommunications Maintenance Program (e.g., planning, organizing, directing) by managing the fiscal income and expenses for extensive statewide communications to ensure optimal function standards are met.
  3. Overseeing the requirements and management of resources for a Telecommunications Maintenance Program to ensure they meet optimal functioning standards.
  4. Evaluating legislation to minimize adverse impact on complex statewide communications organizations.
  5. Preparing legislation to augment or enhance the functionality of a complex statewide communications organization.
  6. Developing policies regarding the installation, maintenance, and repair of two-way radio and emergency warning equipment into public safety vehicles to ensure compliance with State and Federal law and to meet client needs.
  7. Developing policy to ensure safe and proper operation of fleet service vehicles (e.g., snowcats, trucks, 4-wheel drive) in accordance with State policy.
  8. Managing and scheduling regional workload demands to ensure that work assignments and projects are completed in compliance with policies and procedures.
  9. Coordinating with agencies at the policy level during scheduled and unscheduled maintenance to minimize service interruptions.
  10. Providing oversight and guidance to staff on a variety of technical and personnel related issues to ensure proper operation of Telecommunications Maintenance programs.
  11. Monitoring staff performance and maintaining morale by setting clear and achievable expectations and providing developmental opportunities.
  12. Encouraging and motivating staff using team building activities, challenging assignments, and recognition in order to enhance productivity.
  13. Developing practices and procedures with regards to programs which involve modification, maintenance, troubleshooting, and repair of public safety

communications equipment in order to facilitate the operation of public safety radio systems.

14. Implementing policies, goals, objectives, and procedures, in collaboration with senior level staff, client officials, and other personnel.
15. Determining staffing requirements and interviewing, hiring, and training new employees in addition to overseeing those personnel processes.

## **Section 2: Telecommunications Maintenance Supervisor III – Knowledge and Abilities**

### **Instructions:**

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

### **Years of experience**

I have applied this knowledge or ability for:

- More than 5 years
- More than 3 years and up to 5 years
- More than 1 year and up to 3 years
- More than 6 months and up to 1 year
- 0 to 6 months

16. Knowledge of the laws, rules, and regulations of the Federal Communications Commission relating to radio and microwave communications to ensure compliance.
17. Knowledge of safety procedures associated with traveling (e.g., snowcat, vehicles, snowshoes, boats, helicopters) to reduce risk of injury.
18. Knowledge of safety procedures applicable to working with electrical energy (e.g., radio frequency radiation exposure, electrical shock) to reduce risk of injury.

19. Knowledge of electrical static discharge safety procedures to prevent damage to electronic components.
20. Ability to use basic algebra and electronic formulas to prepare various reports, summaries, and to perform electronic calculations.
21. Ability to utilize applications software to prepare reports, memos, and other correspondence.
22. Knowledge of the management and maintenance requirements of servers, hosts, and networking systems.
23. Knowledge of digital transmission formats (e.g., DS3, DS1, DS0, T1) and protocols (e.g., B8ZS, Voice Over Internet Protocol, Radio Over Internet Protocol) to meet communications needs.
24. Ability to interpret and clearly communicate policies, procedures, rules, and/or regulations to departmental employees and other government agencies.
25. Knowledge of effective supervisory principles, practices and techniques to plan, oversee, and direct the work activities of personnel.
26. Ability to facilitate meetings (e.g., area, shop, client) and discussions to ensure participants are active and remain focused and on topic.
27. Ability to read and comprehend technical manuals, schematics, drawings, manufacturer specifications, and troubleshooting guides.
28. Ability to interpret statistical data to develop guidelines, reports, and various summaries.
29. Ability to act as a focal point in resolving labor relations matters affecting telecommunications maintenance staff.
30. Ability to direct complex statewide telecommunications maintenance programs.
31. Ability to prepare and present telecommunications maintenance budgets for regions or programs.
32. Ability to plan regional telecommunications programs which include the development of fair and equitable recruiting methods.
33. Knowledge of State fiscal practices to manage income and expenses for extensive statewide communications.
34. Knowledge of State legislative practices to minimize adverse impact on and augment or enhance functionality of a complex statewide communications organization.