

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM: 3.15  
(ID # 13971)**

**MEETING DATE:**  
Tuesday, December 08, 2020

**FROM :** HUMAN RESOURCES:

**SUBJECT:** HUMAN RESOURCES AND EMERGENCY MANAGEMENT DEPARTMENT:  
Classification and Compensation recommendation to establish a new EMD  
Communications Technician classification; and amend Ordinance No. 440  
pursuant to Resolution No. 440-9174 submitted herewith, All Districts. [\$170,961]  
[100% EMD Budget]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve the creation of the new EMD Communications Technician classification.
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9174.

**ACTION:**Policy



Brenda Dieckrichs, Assistant CEO / Human Resources Director 11/23/2020


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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Washington, seconded by Supervisor Hewitt and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt  
Nays: None  
Absent: None  
Date: December 8, 2020  
xc: HR, EMD

Kecia R. Harper  
Clerk of the Board

By   
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,  
STATE OF CALIFORNIA**

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 61,486	\$ 109,475	\$ 170,961	\$ 109,475
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: 100% Grant Funded</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 20/21</b>	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

The Riverside Emergency Management Department (EMD) was created in 2015 by consolidating three County entities: Fire Department Office of Emergency Services, Public Health Department Emergency Preparedness and Response Branch, and the County Emergency Medical Services Agency. EMD works to implement a custom, all-hazards approach to emergency management with integrated programs for Riverside County Operational Area stakeholders. EMD addresses the four phases of emergency management (i.e. mitigation, preparation, response, and recovery) through unified leadership in emergency management and emergency medical services.

The Classification & Compensation Division received a Classification Study Request to explore the feasibility of creating a Communications Technician classification designed to support EMD's operational model and business needs. EMD requires a classification that is able to provide both technical support and coordinate services between the department and outside agencies. Currently, EMD contracts with the Riverside County Information Technology Department (RCIT) to install, service, and troubleshoot communication equipment. While RCIT is able to provide the technical services needed, it does not fulfill the coordinator aspect that EMD requires. Additionally, with EMD contracting for services through RCIT, no subject matter expert exists within EMD to train staff on the technical components needed for the department's operations. Therefore, EMD requires a dedicated communications technician who is available at all times and possesses the necessary skills and abilities to carry out the department's mission.

Market research was conducted on the five surrounding counties of Los Angeles, Orange, San Bernardino, San Diego, and Ventura. Additionally, a review of classifications at the Orange County Fire Authority was conducted. Based on the research and market findings, the Classification and Compensation Division recommends the creation of the EMD Communications Technician classification. The proposed salary of the EMD Communications Technician classification will also align with the IT Communications Technician II classification.

**Classification Additions:**

**EMD Communications Technician:** It is recommended to add this classification to the Class and Salary Listing at a salary plan/grade LIU 617 (\$53,865 - \$81,869). This request is to also add one (1) position to the Department's list of approved positions for fiscal year 20/21 in order to recruit and fill immediately.

**Additional Fiscal Information**

The \$61,486 reflected in the current fiscal year cost estimates the approximate cost of salary/benefits for the remainder of the current fiscal year. The \$109,475 reflected in the next

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fiscal year cost estimates the approximate cost for a full year of salary/benefits of the new classification.

The Department has indicated the cost associated with filling this position is included in their existing budget, therefore no budget adjustment is necessary. The Department has also provided information that the position will be 100% funded through grant monies, therefore there is no associated Net County Cost.

**Impact on Residents and Businesses**

Establishment of the EMD Communications Technician classification will have no impact on Residents or Businesses.

**ATTACHMENTS**

**Attachment A:** Resolution No. 440-9174

**Attachment B:** EMD Communications Technician Market Survey Data

**Attachment C:** EMD Communications Technician Classification

RESOLUTION NO. 440-9174

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on December 8, 2020, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative at the beginning of the pay period following the date of approval, as follows:

<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Salary Plan/Grade</u>
37858	+	EMD Communications Technician	LIU 617

BE IT FURTHER RESOLVED that pursuant to Section 4(a)(ii) of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to make the following listed change(s), operative the beginning of the pay period following date of approval, as follows:

<u>Job Code</u>	<u>+/-</u>	<u>Department ID</u>	<u>Class Title</u>
37858	+ 1	2000100000	EMD Communications Technician

/kc  
11/19/2020  
440 Resolutions\KC

2 **RESOLUTION 440-9174**

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4 ADOPTED by Riverside County Board of Supervisors on December 8, 2020.

5 **ROLL CALL:**

6 **Ayes:** Jeffries, Spiegel, Washington, Perez and Hewitt  
7 **Nays:** None  
8 **Absent:** None

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11 The foregoing is certified to be a true copy of a resolution duly adopted by said Board of  
Supervisors on the date therein set forth.

12 KECIA R. HARPER, Clerk of said Board

13 By:  \_\_\_\_\_  
14 Deputy

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# External Market Survey Data

## EMD Communications Technician

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Jurisdiction	Title	Job Code	Union	Min Salary	Max Salary	Spread
Los Angeles County	<a href="#">Electronics Communications Technician</a>	6542	<a href="#">MOU</a>		\$90,450	
Orange County	<a href="#">Communications Technician II</a>	3381	<a href="#">MOU</a>	\$59,530	\$80,184	34.70%
Orange County Fire Authority	<a href="#">Communications Technician</a>	1120	<a href="#">MOU</a>	\$58,032	\$78,208	34.77%
San Bernardino County	<a href="#">Communications Technician (SD/FD)</a>	43028	<a href="#">MOU</a>	\$55,266	\$76,232	37.94%
San Diego County	<a href="#">Telecommunications Technician II</a>	6150	<a href="#">MOU</a>	\$64,397	\$78,291	21.58%
Ventura County	<a href="#">Telecommunications Network Specialist II</a>	1501	<a href="#">MOU</a>	\$63,366	\$79,864	26.04%
	County Mean:			\$60,118	\$80,538	33.97%
	County Median:			\$59,530	\$79,078	32.84%
<b>Riverside County</b>	<b>EMD Communications Technician</b>		<b>XXXXX</b>	<b>\$53,865</b>	<b>\$81,869</b>	51.99%
	Dollar Difference from Mean:			-\$6,253	\$1,331	
	Percentage difference from mean:			-10.40%	1.65%	
	Dollar difference from median:			-\$5,665	\$2,792	
	Percentage difference from median:			-9.52%	3.53%	

Notes: Salary is based on the IT Communications Technician II (ID#86130) job classification. A current classification that falls within the market parameters.

Run Date: 8/12/2020

Date Prepared/Revised: 8/12/2020

By:

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**Co Class Code: XXXXX**

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r/s.

DP



## EMD COMMUNICATIONS TECHNICIAN

Class Code: 37858

COUNTY OF RIVERSIDE  
Established Date: Dec 17, 2020  
Revision Date: Dec 17, 2020

### SALARY RANGE

\$25.90 - \$39.36 Hourly  
\$4,488.76 - \$6,822.38 Monthly  
\$53,864.14 - \$81,868.59 Annually

### CLASS CONCEPT:

Under general supervision, designs, installs, and maintains a network of communication equipment (e.g., data, voice, satellite, microwave, and radio) and/or components of data, voice, satellite, microwave, radio, and server based systems (PBX, IVR, CCM, Voice Mail, and Automated Attendant); and performs other related duties as required.

The EMD Communications Technician is a journey level classification and reports to an appropriate supervisory or manager level position. Incumbents maintain a network of radio communication equipment that supports a regional partnership of local government jurisdictions with two-way mobile radio systems. Incumbents perform complex radio communication systems work, microwave systems, audio bridges, local area networks (LANs), and are responsible for diagnosing and resolving problems within various systems with little supervision. Incumbents may assist with the coordination of multi-hazard emergency response and recovery activities in support of Riverside County's emergency management communication systems. This may include special district, jurisdictional, state and federal communication systems.

This classification is distinguished from classifications in the IT Communications Technician series in that the latter provides countywide support for the installation and configuration of network hardware and software and the administration of enterprise network applications.

**REPRESENTATION UNIT:** LIUNA – Inspections & Technical

### EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Coordinate with RCIT for the installation and repair of any county system not managed by EMD.
- Coordinate with communication vendors and/or install county or non-county communication equipment (e.g., data, voice, satellite, microwave, and radio) and other equipment (e.g., infrastructure, cabling, remote microwave/radio tower sites).
- Perform preventative maintenance on communication equipment.



- Maintain and test VHF/UHF Radio Programming (portable/mobile).
- Configure radio programming and frequency coordination; update system documentation; coordinate system/component upgrades and repairs with vendors and users; monitor the work of vendors to ensure compliance of enterprise standards for products and services; provide user training regarding equipment and network utilization.
- Research, evaluate, and test proposed communication products, product versions and system solutions.
- Coordinate telephone and data services for Emergency Operations Center, Medical Health Department Operations Center, and other facilities.
- Maintain FCC Frequency Coordination through RCIT for DisasterNet, Countywide MEDNET, and MED radio frequencies.
- Confer with staff and vendors to determine requirements and services and coordinates activities to ensure capability exists for inter-agency communication.
- Plan new and revised communications systems; estimate installation and recurring costs; coordinate activities to ensure capability exists for inter-agency communication.
- Represent the Emergency Management Department at local and state coordination meetings and provide reports and recommendations to the department.
- Serve as liaison to Operational Partners to troubleshoot EMD equipment.
- Coordinate and/or attend meetings such as PSEC or Radio Volunteer Group meetings (e.g., RACES and/or ARES).
- Maintain, inspect, and test equipment such as: CESRS, CLERS, CALWAS, WCDN, CVDN, OASIS, SCE, SKYMARS.

**RECRUITING GUIDELINES:**

**Education:** Graduation from high school or attainment of a satisfactory score on a G.E.D. test. Job-related coursework from an accredited college, university, or trade school in computer science, computer information systems, data processing, information management, or a related field to the assignment is preferred.

**Experience:** Two years of emergency communications experience maintaining and repairing radio systems such as 800 MHz radio systems, digital microwave, multiplexing systems, and wireless voice/data systems. (Completion of college level courses from an accredited college or university, vocational, specialized training program, or closely related subjects to the assignment such as electronics technology, communications engineering, electronics/electrical engineering, telecommunications technology, management information systems, computer science, information technology, or a closely related field may be substituted for up to one year of the required experience on the basis of 30 semester or 45 quarter units equaling one year of the required full-time experience.)

**Knowledge of:** The principles, methods, and techniques used in the course of work for the installation, repair, and maintenance of communications devices, applications, and emergency communications systems; principles of planning, developing, and coordinating emergency management services; techniques of training and public speaking; public relations; the installation, repair, and maintenance of communication systems including data, voice, satellite, microwave, radio, and data in vehicles, remote sites, and buildings; use of test equipment to isolate, repair, and resolve problems; problem

isolation techniques; coordination, planning, or designing of modern and computer-based business telephone systems to include planning, development, and evaluation of computer telephony integration (CTI) systems involving extensive communication with telephone service user.

Ability to: Gather and analyze data, reason logically, draw valid conclusions and make appropriate recommendations; resolve technical problems and innovate more efficient use of resources; perform system analysis work and problem solving; interpret and follow written and oral instructions; prepare concise reports and documents; establish and maintain effective working relationships with staff, customers, other employees and the public; communicate effectively with people at all organizational levels.

**OTHER REQUIREMENTS:**

License: Possession of a valid California Driver's License may be required.

**PRE-EMPLOYMENT:**

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

**PROBATIONARY PERIOD:**

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.