APCO ANSI 3.107.1.2015: Core Competencies and Minimum Training Requirements for Public Safety Communications Technician
This standard was written by The APCO International Communications Center Standards Committee (CCSC) and approved by the APCO International Standards Development Committee (SDC) on February 12, 2015. Final approval from the American National Standards Institute (ANSI) was received on February 24, 2015.

Abstract: This standard identifies the core competencies and minimum including radio and computer-aided dispatch. Technology is critical to the administration of public safety communications. There is a need to provide a consistent foundation for the knowledge, skills, and abilities needed to fulfill this critical function.

Keywords, training, telecommunicator, dispatcher, communications officer, call-taker, training coordinator, public safety communications, training, 9-1-1, technician, computer aided dispatch, CAD, radio operator, radio and emergency services.
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Foreword*

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A Letter from the
APCO International Communications Center Standards Committee Chair*

On behalf of public safety communications professionals across the nation, the Communications Center Standards Committee has diligently worked to research, review and update Core Competencies and Minimum Training for Public Safety Communications Technician. The focus of this publication is to provide minimum training standards and identify competencies for public safety communications professionals typically tasked with on-the-job training of agency employees on the essential duties and tasks of Public Safety Communications Technician of which the standard address two technician jobs: Public Safety Radio and Public Safety Communications Computer-Aided Dispatch technicians. The standard includes many duties and tasks identified by incumbent technicians. Not all of these duties or tasks may be performed by every technician and as such, the standard was developed to be as inclusive of these duties and tasks as possible. It is up to the Agency to determine which of these duties/tasks are applicable to that Agency.

The APCO Communications Center Standards Committee continues to use the Occupational Analysis process (OA) or a Process Analysis (PA) process, to gather from high-performing incumbent workers, the information used to create and revise a standard. We take the best from the best to assist in the development of standards. We thank all of the individuals who participated in these processes for their expertise, knowledge, and dedication to their profession. We equally thank our high-performing panel members’ agencies for supporting them and their involvement.

The Committee would like to take this opportunity to also thank members of the subcommittees: The Occupational Analysis Subcommittee that conducts Occupational Analyses and Process Analyses around the U.S., the Standards Review Subcommittee and the Technical Subcommittee of the Standards Development Committee that took the time and energy to review documents to ensure clarity and accuracy of the standard. The efforts of these individuals cannot be underestimated. Their work lives within these documents and certifications.

We also wish to thank the APCO staff members who support these efforts with their dedication and hard work.

Respectfully,

Cory Ahrens
APCO International Communications Center Standards Committee Chair

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**Acronyms and Abbreviations**

For the purposes of this ANS, the following definitions of acronyms apply:

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<td>ADA</td>
<td>Americans with Disabilities Act</td>
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<td>AED</td>
<td>Automated External Defibrillator</td>
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<tr>
<td>AHJ</td>
<td>Authority Having Jurisdiction</td>
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<td>ANS</td>
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<td>ANSI</td>
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<td>APCO</td>
<td>Association of Public-Safety Communications Officials</td>
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<td>CALEA</td>
<td>Commission on Accreditation for Law Enforcement Agencies</td>
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<td>CISM</td>
<td>Critical Incident Stress Management</td>
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<td>CTO</td>
<td>Public Safety Communications Training Officer</td>
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<td>EAP</td>
<td>Employee Assistance Program</td>
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<td>EMD</td>
<td>Emergency Medical Dispatch</td>
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<td>FLSA</td>
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<td>Health Insurance Portability and Accountability Act</td>
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<td>ICS</td>
<td>Incident Command System</td>
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<td>NFPA</td>
<td>National Fire Protection Association</td>
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<td>NIMS</td>
<td>National Incident Management System</td>
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<td>OSHA</td>
<td>Occupational Health and Safety Administration</td>
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<td>PSAP</td>
<td>Public Safety Answering Point</td>
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<td>QA/QI</td>
<td>Quality Assurance (QA) and Quality Improvement (QI) Program</td>
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<td>Standards Development Committee</td>
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<td>TTY/TDD</td>
<td>Teletypewriters / Telecommunications Device for the Deaf</td>
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Chapter 1 Introduction

1.1 Scope
This standard identifies the core competencies and minimum training requirements for Public Safety Communications Technicians, herein referred to as Technician or Specialist. This position is typically tasked with planning, monitoring, maintaining, managing, and/or installing technology systems, including radio systems, computer-aided dispatch (CAD) systems, and associated equipment, to ensure continuity of mission critical operations.

1.2 Purpose
To define the core competencies and minimum training requirements of the individual who is generally tasked with maintaining and managing public safety radio and computer-aided dispatch systems. The purpose of this standard is to provide a consistent foundation for the knowledge, skills, and abilities needed to fulfill this critical function. This standard recognizes the need to supplement the training and core competencies identified within this standard with Agency specific information.

1.3 Definitions
Definitions of terms used throughout this document.

1.3.1 Agency: The hiring authority or also referred to as the Authority Having Jurisdiction (AHJ). The Agency or body that defines the roles, responsibilities, written directives, and performance standards that direct the activity of the Public Safety Communications Technician. In multi-discipline centers, the Agency governs the operation providing call taking/dispatch and related services to customer agencies; in single discipline centers, a single Agency may direct these services for one or more departments within a service area. Both have the duty to define training appropriateness, content, format, and continuing education requirements.

1.3.2 The Americans With Disabilities Act Title II (ADA): A Federal law that requires all Public Safety Answering Points (PSAPs) to provide direct and equal access to emergency telephone services to individuals with disabilities who use Telecommunications Devices for Deaf (TTY/TDDs) and other communication services.

1.3.3 Calls for Service or Request for Service: A call that results in the provision of a public safety service or response.

1.3.4 Computer-Aided Dispatch (CAD) System: A computer-based system which acts as a point of entry for information coming into the public safety system. Typical CAD system functions include resource management, calltaking, location verification, dispatching, unit status
management, and call disposition. Additionally, mapping functionality, interface with mobile data computers (MDC), and interfaces with other external local, state, and federal information systems may be included.\(^1\)

1.3.5 **Core Competency:** The unique traits, requisite knowledge, comprehension and application of skills, and situational analysis leading to the appropriate response to the caller, co-worker, other public safety stakeholders\(^2\), or event(s) consistent with general practices and locally defined parameters.

1.3.6 **Demographics:** Characteristics and cultural composition of the service area.

1.3.7 **Fair Labor Standards Act (FLSA):** A Federal law, sometimes called the overtime law, that ensures that wages are paid for all hours worked and that all overtime hours, overtime pay and collected unpaid overtime due is paid to wage earners.\(^3\)

1.3.8 **Knowledge:** Fundamental understanding one must have in order to perform a specific task.

1.3.9 **Liability:** The condition of being actually or potentially subject to an obligation; condition of being responsible for a possible, or actual loss, penalty, evil expense or burden; condition which creates a duty to perform an act immediately or in the future.\(^4\) Types of liability may include:

1.3.9.1 **Negligence:** “Failure to use such care as a reasonably prudent and careful person would use under similar circumstances; it is the doing of some act which a person of ordinary prudence would not have done or the failure to do something a person of ordinary prudence would have done under similar circumstances.”\(^5\)

1.3.9.2 **Negligent Assignment:** Assigning someone to a task or job for which they are not skilled or trained. For example, assigning someone to the position of Radio Technician who has not been properly trained or allowing an employee to perform a function for which they are not qualified.

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\(^1\) Bureau of Justice Assistance  
\(^2\) May include, but is not limited to: law enforcement officers, fire fighters, emergency medical technicians, paramedics, emergency management personnel.  
\(^3\) U.S. Department of Labor – Elaws – Fair Labor Standards Act  
\(^4\) Black's Law Dictionary Sixth Edition  
\(^5\) Black's Law Dictionary Sixth Edition
1.3.9.3 **Negligent Entrustment:** Failure to control dangerous equipment or devices entrusted to an employee or allowing an employee to use a piece of equipment for which they have not been trained.

1.3.9.4 **Negligent Retention:** Failure to terminate an employee who is clearly unsuitable for the job.

1.3.9.5 **Negligent Supervision:** Failure to coordinate, control, or direct trainee conduct that may cause injury. This can include failure to use reasonable care in addressing and documenting misconduct.

1.3.9.6 **Negligent Training:** Failure to train “resulting in a deprivation of constitutional rights that was ‘substantially certain to result.’”

1.3.9.7 **Vicarious Liability:** A legal doctrine referring to the imposition of liability on one person for the actionable conduct of another based solely on a relationship between the two persons. For example, the liability of an employer for the acts of an employee.

1.3.10 **National Incident Management System/Incident Command System (NIMS/ICS):** An organized method to define roles, responsibilities, and standard operating procedures used to unify multiple disciplines in order to manage emergency operations under one functional organization.

1.3.11 **Public Safety Answering Point (PSAP):** A facility equipped and staffed to receive emergency and non-emergency calls requesting public safety services via telephone and other communication devices. The FCC further defines a primary PSAP as a facility to which 9-1-1 calls are routed directly from the 9-1-1 Control Office. A secondary PSAP is defined as a facility to which 9-1-1 calls are transferred from a primary PSAP.

1.3.12 **Public Safety Communications Center:** A public safety entity (which may include a PSAP or be referred to as an Emergency Communications Center or communications center) where emergency calls for service or 9-1-1 phone calls culminate, and/or where calls for service are dispatched to public safety service providers.

1.3.13 **Public Safety Communications Supervisor (Supervisor):** The individual employed by a Public Safety Communications Center to provide leadership

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6 As defined in the Supreme Court case City of Canton V. Harris 489 US 378 (1989)
7 Black's Law Dictionary Sixth Edition
8 Homeland Security Presidential Directive (HSPD)- 5
and guidance to employees in order to achieve the Agency’s mission, values, and vision.

1.3.14 **Public Safety Communications Training Coordinator:** One who administers the training function through the needs analysis, research, planning, curriculum design, implementation, records management, and evaluation processes to enhance emergency communications.

1.3.15 **Public Safety Communications Training Officer (CTO):** One who is responsible for training employees through the delivery of one-on-one and on-the-job training in order to develop professional Telecommunicators for the Agency.

1.3.16 **Public Safety Computer-Aided Dispatch Technician:** One who is responsible for planning, monitoring, maintaining, and managing the computer-aided dispatch system, its applications, interfaces, and related technologies, through the continuous analysis and coordination of support resources to support the mission of the public safety communications center.

1.3.17 **Public Safety Radio Technician:** One who is responsible for planning, monitoring, maintaining, managing, and/or installing radio systems and associated equipment to ensure continuity of mission critical systems.

1.3.18 **Public Safety Telecommunicator (Telecommunicator):** The individual employed by a public safety Agency as the first of the first responders whose primary responsibility is to receive, process, transmit, and/or dispatch emergency and non-emergency calls for law enforcement, fire, emergency medical, and other public safety services via telephone, radio, and other communication devices.

1.3.19 **Quality Assurance (QA):** All actions taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements.  

1.3.20 **Quality Assurance (QA) and Quality Improvement (QI) Program:** An on-going program providing at a minimum, the random case review evaluating call receiving and emergency dispatch performance, feedback of protocol compliance, commendation, retraining and remediation as appropriate, and submission of compliance data to the Agency.

1.3.21 **Quality Assurance Process:** A formal assessment process by which actual performance, behavior, and outcomes are compared against established

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9 Institute for Telecommunications Services, the research and engineering branch of National Telecommunications and Information Administration a part of the US Dept of Commerce.
standards to ensure compliance, consistency, and accuracy in the delivery of quality service.

1.3.22 **Quality Improvement Process**: Actions taken to improve or correct areas of concern.

1.3.23 **Shall**: Within the context of this standard, “shall” indicates a mandatory requirement.

1.3.24 **Should**: Within the context of this standard, “should” indicates a recommendation.

1.3.25 **Trainee**: A public safety communications employee (new or veteran) being trained in any one of the programs under the direction of the Supervisor.

1.3.26 **Written Directives**: A set of Agency specific policies, procedures, rules, regulations, and guidelines.

**Chapter 2  Agency Responsibilities**

2.1 **Scope**
While the majority of this standard addresses the training of the Public Safety Communications Technology Technician, this chapter outlines the Agency’s responsibilities for providing training to both new and veteran Specialists in accordance with this standard.

2.2 **General Agency Responsibilities**

2.2.1 The Agency shall establish no less than these minimum training requirements while complying with all local, state, federal, and tribal laws.\(^\text{10}\)

2.2.2 The Agency shall define the baseline qualifications in addition to requisite cognitive, affective, and psychomotor skills needed to achieve compliance with this standard.

2.2.3 The Agency shall provide the Technician with information, in both verbal and written formats, during an initial orientation to include, but not limited to:

2.2.3.1 Disciplinary processes,
2.2.3.2 Grievance processes,

\(^\text{10}\) To include, but not limited to: the ADA, Fair Labor Standards Act, and Equal Employment Opportunity laws.
2.2.3.3 Location of first-aid supplies including Automated External Defibrillator (AED) if available,
2.2.3.4 Location of facilities,
2.2.3.5 Time keeping procedures, and
2.2.3.6 Work hours.

2.2.4 The Agency shall provide the Technician with information regarding response Agency resources\textsuperscript{11}, including location of public safety service buildings\textsuperscript{12}, apparatus and equipment, and emergency response planning documents with which they may work in their assigned position.

2.2.5 The Agency shall provide training and performance expectations to the Technician detailing responses to catastrophic, technological, or structural failure within the work area (including the communications center), emergency evacuation plans, and recovery processes to ensure the continuity of operations.

2.2.6 The Agency shall provide the Technician with expectations regarding customer service, personal conduct and behavior, courtroom demeanor, and ethical rules. If they exist, the Agency shall provide the Technician with a written copy of the Agency's adopted principles (for example, mission statement, core values, vision statement, etc.).

2.2.7 The Agency shall provide the Technician with information regarding access to and participation in programs such as:
2.2.7.1 Critical Incident Stress Management (CISM),
2.2.7.2 Employee Assistance Program (EAP),
2.2.7.3 Health and wellness programs,
2.2.7.4 Safety/Risk management programs, and
2.2.7.5 Stress management techniques.

2.2.8 The Agency shall provide the Technician with access to appropriate state and federal regulations and labor practices, including, but not limited to:
2.2.8.1 Americans with Disabilities Act (ADA);
2.2.8.2 Fair Labor Standards Act (FLSA);
2.2.8.3 Family Medical and Leave Act (FMLA);
2.2.8.4 Health Insurance Portability and Accountability Act (HIPAA);
2.2.8.5 Occupational Health and Safety Administration (OSHA); and
2.2.8.6 Any applicable labor agreements.

2.3 The Agency shall define the job description and performance expectations of the Technician.

\textsuperscript{11} SWAT, K9, Dive, Search and Rescue, HAZMAT and other specialized responses.
\textsuperscript{12} Refers to fire stations, precincts, landing zones, and/or hospitals.
2.3.1 The Agency shall clearly articulate the roles and responsibilities of the position within a defined job description.

2.3.2 The Agency shall provide for and support the position-specific training and ongoing professional development of the Technician, including an explanation of performance benchmarks and a timeline of expectations, to meet Agency performance standards and any necessary certifications or licenses.

2.3.3 The Agency shall establish detailed and defined performance expectations, providing and ensuring a clear understanding of those expectations.

   2.3.3.1 The Agency shall provide the Technician with an overview of its quality assurance process.
   2.3.3.2 The Agency shall have an established mechanism by which the job performance of the Technician is regularly reviewed and evaluated based upon accepted quality assurance practices or standards.
   2.3.3.3 The Agency shall ensure performance objectives are met by the Technician.
   2.3.3.4 The Agency shall provide regular opportunities for the Technician to provide and receive feedback during a review of the individual’s job performance.
   2.3.3.5 The Agency shall provide a mechanism during the performance review wherein the Technician can identify goals and objectives to be accomplished in the course of employment.

2.3.4 The Agency shall inform the Technician of types of actions that could be considered cause for disciplinary action including loss of certification, license, or employment.

   2.3.4.1 The Agency shall document and address unacceptable performance with the Technician in a timely manner.
   2.3.4.2 The Agency shall ensure a fair and consistent application of the disciplinary processes associated with performance.

2.3.5 The Agency shall provide applicable training and continuing education opportunities for the Technician in areas identified within the job description, performance expectations, and in the knowledge and skills areas identified in Chapter 4, General Knowledge and Skills.

2.3.6 The Agency shall provide the Technician with the information on how and to whom they may address training issues and concerns.
2.3.7 The Agency shall maintain a complete training record for the Technician according to applicable record retention guidelines.

2.4 The Agency shall keep all written directives up to date and shall provide the most current written directives to the Technician.

2.5 The Agency shall encourage and support professional development of the Technician through the identification and provision of networking opportunities within the public safety community, as well as the community within which services are provided.

2.6 The Agency should, when possible, subscribe to professional publications and make those publications available to its employees.

2.7 The Agency shall make readily available documents that identify regulations, recommendations, or mandates within the public safety communications industry (i.e. APCO Standards, National Response Framework, OSHA 13, etc.).

Chapter 3 Organizational Integrity

3.1 Scope
This chapter discusses the issues related to organizational integrity. Topics include the mission and values of the profession in general and the Agency specifically, as well as the scope of the Technician’s authority, confidentiality, and liability.

3.2 The Technician shall demonstrate an understanding of the Agency’s mission, values, and vision.

3.3 The Technician shall comply with the Agency’s expectations of professional conduct.

3.4 The Technician shall demonstrate a comprehensive knowledge of the duties and essential functions of the position.

3.5 The Technician shall act within their scope of authority as defined by the Agency.

3.6 The Technician shall demonstrate proper application of the Agency’s written directives.

3.7 The Technician shall demonstrate an ability to work within the Agency’s Chain of Command.

13 Occupational Safety and Health Administration
3.8 The Technician shall adhere to applicable local, state, federal, or tribal statutes and codes as appropriate.

3.9 The Technician shall comply with mandatory professional requirements as identified by the Agency.\(^{14}\)

3.10 The Technician shall demonstrate comprehension and application of the Agency’s policies regarding ethical behavior.

3.11 The Technician shall demonstrate comprehension and application of the Agency’s confidentiality policies and rules regarding the discussion or release of information acquired in the workplace to the public, the media, or others. Such information should include, but is not limited to:

3.11.1 Data systems accessible through local, state, or federal networks;
3.11.2 Information contained in calls for service;
3.11.3 Information gained through the 9-1-1 or E9-1-1 system;
3.11.4 Records Management systems; and
3.11.5 System security.\(^{15}\)

3.12 The Technician shall demonstrate comprehension of the liabilities specific to Systems issues that are related to overall Agency operations. This should include, but is not limited to:

3.12.1 Negligence;
3.12.2 Negligent assignment;
3.12.3 Negligent entrustment;
3.12.4 Negligent retention;
3.12.5 Negligent supervision;
3.12.6 Negligent training; and
3.12.7 Vicarious liability.

3.13 The Technician shall ensure the accurate reporting and documentation of records for which they are responsible.

3.14 The Technician shall foster and create effective working relationships with all personnel within the organization and with individuals and organizations external to the Agency.

3.15 The Technician shall encourage and support the highest quality of workplace team interaction and behavior.

3.16 The Technician shall demonstrate fiscal responsibility, and work within the specified parameters as directed by the Agency.

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\(^{14}\) Applies to information regarding states’ certifications, standards, etc

\(^{15}\) May include network keys, encryption keys, source codes, etc
3.17 The Technician shall demonstrate comprehension and application of diversity awareness principles and an active commitment to ensure equality, in accordance with Agency written directives.

Chapter 4 General Knowledge and Skills

4.1 Scope
This chapter provides an overview of the general knowledge and skills that are common among high-performing incumbent Technicians.

4.2 The Technician should be cognizant of all relevant standards and regulations governing public safety Systems including those of APCO, the Federal Aviation Administration (FAA), Federal Communications Commission (FCC), National Fire Protection Association (NFPA), Occupational Safety and Health Administration (OSHA), and The Commission on Accreditation for Law Enforcement Agencies (CALEA).

4.3 General Knowledge of the Technician
The following general areas of knowledge have been identified for the Technician. The Agency shall require the Specialist to demonstrate proficiency in at least the following areas:

4.3.1 Knowledge Common to both CAD and Radio Technicians
4.3.1.1 Agency operations and mission,
4.3.1.2 Agency CAD or radio system components (to include those assets both in the PSAP, such as CAD servers, client workstations, radios and repeaters, and in the field, such as Mobile Data Terminals (MDTs), tower and microwave sites),
4.3.1.3 Agency written directives,
4.3.1.4 Applicable APCO standards including P25 or CAD-to-CAD standards and industry best practices,
4.3.1.5 Applicable local, state, federal (FAA, FCC, OSHA), and/or tribal regulations, standards and statutes,
4.3.1.6 Communications networking (including Internet Protocol networking and interoperable solutions),
4.3.1.7 Communications Radio or CAD system terminology,
4.3.1.8 End-user business practices
4.3.1.9 Public safety communications technology needs,
4.3.1.10 Radio or CAD system design principles,
4.3.1.11 Relevant computer applications
4.3.1.12 Equipment installation standards,
4.3.1.13 Budget preparation, as specified by their agency
4.3.1.14 Generator operation and maintenance,
4.3.1.15 Grounding principles and requirements (for example, R56, OSHA, Telecom, etc.),
4.3.1.16 Infrastructure security (logical and physical),
4.3.1.17 Industry certification requirements,
4.3.1.18 Inventory control,
4.3.1.19 Jurisdiction and geography,
4.3.1.20 Public safety communications culture and concepts,
4.3.1.21 Record retention procedures,
4.3.1.22 Relevant public safety and homeland security initiatives, \(^{16}\)
4.3.1.23 Supervision and leadership concepts and principles,
4.3.1.24 Technological systems (current systems used within the Agency, emerging technologies and new trends),
4.3.1.25 Interpret technical specifications,
4.3.1.26 Testing equipment operation,
4.3.1.27 Transfer switching and Uninterruptible Power Sources.

4.3.2 Knowledge Specific to the Radio Technician
4.3.2.1 Backhaul transport of fiber optics, microwave and other equipment,
4.3.2.2 Basic radio system components common among public safety users,
4.3.2.3 Basic heating, ventilation, and air conditioning (HVAC) operation and maintenance,
4.3.2.4 Battery backup and charging systems,
4.3.2.5 Conventional or trunked radio systems,
4.3.2.6 Global Positioning Systems role in radio communications,
4.3.2.4 Radio frequency and spectrum fundamentals,
4.3.2.5 Solar and atmospheric activity’s impact on radio communications (i.e. sunspots, solar flares, atmospheric skip, etc.)
4.3.2.6 System coverage,
4.3.2.7 Tower Lighting Regulations (FAA),
4.3.2.8 Tower and Antenna Systems maintenance and operation,
4.3.2.9 National Electrical Code (relevant sections),

4.3.3 Knowledge Specific to the CAD Technician
4.3.3.1 CAD system applications,
4.3.3.2 Criminal Justice Information System security requirements,
4.3.3.3 Applicable computer hardware and applicable software,
4.3.3.4 Data communication principles,
4.3.3.5 Local computer infrastructure.

4.4 General Skills of the Technician
High-performing incumbent Technicians have been identified as demonstrating the following skills and abilities:

\(^{16}\) For example, Local, state, national; ex NIMS, ICS, Tactical Interoperations Communications Plan (TICP), National Response Framework
4.4.1 Active listening,
4.4.2 Analysis,
4.4.3 Computer,
4.4.4 Critical thinking,
4.4.5 Customer Service,
4.4.6 Decision-making,
4.4.7 Evaluation,
4.4.8 Interpersonal communications,
4.4.9 Leadership,
4.4.10 Multi-tasking,
4.4.11 Negotiation,
4.4.12 Observation,
4.4.13 Organization,
4.4.14 Planning,
4.4.15 Prioritization,
4.4.16 Project management,
4.4.17 Problem solving,
4.4.18 Resource management,
4.4.19 Research,
4.4.20 Schematic interpretation
4.4.21 Soldering,
4.4.22 Stress management,
4.4.23 Technical troubleshooting,
4.4.24 Time management,
4.4.25 Use of hand tools and testing equipment,
4.4.26 Written and verbal communications, including ability to communicate clearly with non-technical operational staff.

Chapter 5  Tools, Equipment, and Technology

5.1 Scope
This chapter addresses the need for all Public Safety Technician to demonstrate proficiency on all tools, equipment, and technology they may be expected to operate within the normal execution of their duties and under emergency conditions.

5.2 The Technician shall demonstrate the ability to access administrator functions for all tools, equipment, and technology as designated by the Agency.

5.3 The Technician shall demonstrate the ability to maintain awareness of emerging technologies.
Chapter 6  Professional Competence

6.1 Scope
This chapter identifies those components within Public Safety Communications that are critical for enhancing the professional competence of all Public Safety Technicians (both new and veteran workers). These components have been identified, during the occupational analysis process, as being necessary for developing, maintaining, and enhancing the knowledge and skills of the Public Safety Technology Technician. While the Agency has some responsibility for supporting and facilitating the development of the Technician’s professional competence, this chapter places primary accountability on the individual Specialist.

6.2 The Technician shall complete and maintain mandated training and certifications.

6.3 The Technician shall take responsibility for their own professional career development by actively seeking opportunities to enhance their job knowledge and skills.

6.3.1 The Technician shall identify professional goals that can be supported by the Agency.

6.3.2 The Technician shall take advantage of career development opportunities.

6.3.3 The Technician should take advantage of opportunities to network both within the public safety community and within the community in which they serve.

6.3.4 The Technician should review professional publications and resources to enhance professional competence and remain current on trends within the profession.

6.4 The Technician shall comply with department, local, state, federal, or tribal regulations.

6.5 The Technician shall demonstrate the ability to meet and/or exceed performance standards set by the Agency.

6.5.1 The Technician shall demonstrate competency in the applicable skills detailed in Chapter 4, section 4.4, General Skills of the Technician.

6.5.2 The Technician shall actively seek and be receptive to feedback and review of their performance, including during the Agency’s established quality assurance and quality improvement processes.
6.6 The Technician shall demonstrate effective team concepts, including being an effective team member, as well as developing and managing effective teams, as required by the agency.

6.7 The Technician shall demonstrate the ability to communicate with superiors, peers, and subordinates in a positive and constructive manner.

6.8 The Technician shall demonstrate the ability to operate within all applicable written directives and plans regarding operations established by and for the Agency.

6.8.1 The Technician shall remain current and informed of all of the Agency’s written directives including relevant public safety and homeland security initiatives.

6.8.2 The Technician shall demonstrate the appropriate application of the Agency’s written directives.

6.8.3 The Technician shall recommend updates to the Agency’s written directives as appropriate.

Chapter 7 Public Safety Radio Technician Training Requirements

7.1 Scope
This chapter addresses the duties defined for Public Safety Radio Technician. Training shall ensure that the Radio Technician can demonstrate the level of proficiency established by the agency for these duties.

7.2 The Radio Technician shall demonstrate the ability administer the agency’s radio system(s).

7.2.1 The Radio Technician shall demonstrate the ability to manage Radio system infrastructure.

7.2.1.1 The Radio Technician shall demonstrate the ability to implement relevant elements of the Agency’s Continuity of Operations Plan (COOP).

7.2.1.2 The Radio Technician shall demonstrate the ability to maintain radio system equipment.

7.2.1.3 The Radio Technician shall demonstrate the ability to maintain radio fleet mapping.

7.2.1.4 The Radio Technician shall demonstrate the ability to maintain site equipment.

7.2.1.5 The Radio Technician shall demonstrate the ability to perform system updates and upgrades.
7.2.1.6 The Radio Technician shall demonstrate the ability to schedule and conduct preventative maintenance as required by the agency.

7.2.1.7 The Radio Technician shall demonstrate the ability to track infrastructure and network assets, to include but not limited to:
- Microwaves
- Telco
- T1/leased lines
- Cabling (copper, fiber, etc.)
- Circuit IDs
- Satellite
- Copper
- Fiber
- Version level
- Spare hardware inventory

7.2.1.8 The Radio Technician shall demonstrate the ability to perform or coordinate unscheduled repairs as necessary.

7.2.1.9 The Radio Technician shall demonstrate the ability to maintain and test power equipment (generators, UPS, back-up batteries, etc.) utilized in contingency plans.

7.2.1.10 The Radio Technician shall demonstrate the ability to investigate and coordinate the resolution of interference issues.

7.2.1.11 The Radio Technician shall demonstrate the ability to maintain alias database, if applicable.

7.2.1.12 The Radio Technician shall demonstrate the ability to prioritize workload.

7.2.1.13 The Radio Technician shall demonstrate the ability to manage site logs.

7.2.1.14 The Radio Technician shall demonstrate the ability to document maintenance activities.

7.2.1.15 The Radio Technician shall demonstrate the ability to adhere to governmental regulations.
  7.2.1.15.1 The Radio Technician shall demonstrate the ability to maintain agency licenses.
  7.2.1.15.2 The Radio Technician shall demonstrate the ability to respond to government notices.
  7.2.1.15.3 The Radio Technician shall demonstrate the ability to respond to notices of complaints.
  7.2.1.16.4 The Radio Technician shall demonstrate the ability to respond to interference issues.

7.2.1.16 The Radio Technician shall demonstrate the ability to coordinate regulatory compliance including, but not limited to:
7.2.2 The Radio Technician shall demonstrate the ability to monitor radio system integrity.

7.2.2.1 The Radio Technician shall demonstrate the ability to manage alarms.
7.2.2.2 The Radio Technician shall demonstrate the ability to run system diagnostics.
7.2.2.3 The Radio Technician shall demonstrate the ability to generate and analyze system reports.

7.2.3 The Radio Technician shall demonstrate the ability to manage the radio system network by monitoring network integrity, resolving connectivity issues, and maintaining network equipment.

7.2.4 The Radio Technician shall demonstrate the ability to manage and maintain subscriber equipment.

7.2.4.1 The Radio Technician shall demonstrate the ability to track end-user/subscriber assets.
7.2.4.2 The Radio Technician shall demonstrate the ability to perform system updates and upgrades.
7.2.4.3 The Radio Technician shall demonstrate the ability to manage system parts inventory.
7.2.4.4 The Radio Technician shall demonstrate the ability to maintain preventative maintenance program and schedule.
7.2.4.5 The Radio Technician shall demonstrate the ability to manage service tickets.
7.2.4.6 The Radio Technician shall demonstrate the ability to troubleshoot and coordinate the repair of end-user equipment.
7.2.4.7 The Radio Technician shall demonstrate the ability to provide end user training.
7.2.4.8 The Radio Technician shall demonstrate the ability to maintain paging systems.
7.2.4.9 The Radio Technician shall demonstrate the ability to schedule and coordinate installations.
7.2.4.10 The Radio Technician shall demonstrate the ability to program equipment.

7.2.5 The Radio Technician shall demonstrate the ability to manage and coordinate the maintenance of peripheral radio equipment.

7.2.6 The Radio Technician shall demonstrate the ability to triage and prioritize system needs.

7.2.7 The Radio Technician shall demonstrate the ability to implement radio encryption plans as required by the agency.

7.2.8 The Radio Technician shall demonstrate the ability to verify and coordinate the analysis of radio system coverage to meet the needs of the agency.

7.2.9 The Radio Technician shall demonstrate the ability to participate in the budget process as required by the agency.

7.3 The Radio Technician shall demonstrate the ability to collaborate with both internal and external agency customers.

7.3.1 The Radio Technician shall demonstrate the ability to represent the agency at meetings.

7.3.2 The Radio Technician shall demonstrate the ability to share systems information as authorized by the agency.

7.3.3 The Radio Technician shall demonstrate the ability to support interoperable communications.
    7.3.3.1 The Radio Technician shall demonstrate the ability to administer memoranda of understanding.
    7.3.3.2 The Radio Technician shall demonstrate the ability to support the public safety response to disasters.

7.3.4 The Radio Technician shall demonstrate the ability to build customer relationships.

7.3.5 The Radio Technician shall demonstrate the ability to respond to customer needs.

7.3.6 The Radio Technician shall demonstrate the ability to support the efforts of internal and external to reband radio systems as required.
7.3.7 The Radio Technician shall demonstrate the ability to participate in system planning.

7.4 The Radio Technician shall demonstrate the ability to implement Tactical Interoperable Communications Plan (TICP).

7.4.1 The Radio Technician shall demonstrate the ability to maintain or coordinate the maintenance of two-way radio communications.

7.4.2 The Radio Technician shall demonstrate the ability to execute action plans.

7.4.3 The Radio Technician shall demonstrate the ability to monitor and report critical system statuses.

7.5 The Radio Technician shall demonstrate the ability to implement appropriate technologies.

Chapter 8 Public Safety CAD Technician Training Requirements

8.1 Scope
This chapter addresses the duties defined for Public Safety CAD Technician. Training shall ensure that the CAD Technician can demonstrate the level of proficiency established by the agency for these duties.

8.2 The CAD Technician shall demonstrate the ability to perform CAD system maintenance.

8.2.1 The CAD Technician shall demonstrate the ability to maintain or coordinate the maintenance of CAD system software.

8.2.2 The CAD Technician shall demonstrate the ability to maintain or coordinate the maintenance of CAD system functionality to ensure 24-hour system availability.

8.2.3 The CAD Technician shall demonstrate the ability to maintain system hardware.

8.2.4 The CAD Technician shall demonstrate the ability to manage system databases.

8.2.5 The CAD Technician shall demonstrate the ability to manage system backups.
8.2.6 The CAD Technician shall demonstrate the ability to analyze future CAD related needs of the agency.

8.2.7 The CAD Technician shall demonstrate the ability to monitor system interfaces.

8.2.8 The CAD Technician shall demonstrate the ability to develop disaster recovery plans.

8.2.9 The CAD Technician shall demonstrate the ability to perform system configurations.

8.2.10 The CAD Technician shall demonstrate the ability to compile system reports.

8.2.11 The CAD Technician shall demonstrate the ability to participate in the change control process.

8.2.12 The CAD Technician shall demonstrate the ability to manage log files, including error, audit, security, and user logs.

8.2.13 The CAD Technician shall demonstrate the ability to audit system activity.

8.2.14 The CAD Technician shall demonstrate the ability to install system updates.

8.3 The CAD Technician shall demonstrate the ability to resolve technical issues.

8.3.1 The CAD Technician shall demonstrate the ability to analyze technical issues.

8.3.2 The CAD Technician shall demonstrate the ability to research possible solutions.

8.3.3 The CAD Technician shall demonstrate the ability to implement recommended solutions.

8.3.4 The CAD Technician shall demonstrate the ability to conduct system testing to ensure system functionality.

8.3.5 The CAD Technician shall demonstrate the ability to maintain or coordinate the development of appropriate CAD system documentation.

8.4 The CAD Technician shall demonstrate the ability to maintain system security.
8.4.1 The CAD Technician shall demonstrate the ability to ensure compliance with requirements of the Criminal Justice Information System (CJIS) security policies.

8.4.2 The CAD Technician shall demonstrate the ability to manage user access.

8.4.3 The CAD Technician shall demonstrate the ability to audit user activity.

8.4.4 The CAD Technician shall demonstrate the ability to maintain security compliance, including the physical, logical, and virtual security of the system in accordance with applicable standards, regulatory policies, and agency written directives.

8.5 The CAD Technician shall demonstrate the ability to perform administrative functions.

8.5.1 The CAD Technician shall demonstrate the ability to coordinate with internal support.

8.5.2 The CAD Technician shall demonstrate the ability to coordinate with external support.

8.5.3 The CAD Technician shall demonstrate the ability to assist in user training.

8.5.4 The CAD Technician shall demonstrate the ability to manage technical projects.

8.5.5 The CAD Technician shall demonstrate the ability to assess relevant technologies.

8.5.6 The CAD Technician shall demonstrate the ability to participate in the budget process.

8.5.7 The CAD Technician shall demonstrate the ability to manage support agreements.
Special Acknowledgements*

Special recognition to the numerous facilitators, panelists, and hosting agencies that provided the pertinent research needed to successfully update this candidate standard.

Communications Technician Occupational Analysis Initial Panel – Texas

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<th>Facilitators</th>
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<td>B.J. Willis</td>
<td>Frisco Police Department</td>
<td>Zeta Fail</td>
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<td>1 Frisco Police</td>
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<td>Deirdre Garrett-Harris</td>
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* Thank you to all who contributed to this project.
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NOTES*:

*The "Notes" page is informative material and not a part of this American National Standard (ANS)