**Job Title: Field Support Technician**

**About the Integrated Public Safety Commission:**

IPSC’s mission is to facilitate statewide public safety communications. IPSC provides interoperable and reliable public safety communications systems to all Hoosier first responders and public safety professionals for use during routine, emergency and task force situations. Our goal is to strengthen community safety and security by minimizing the financial and technological barriers to interoperable communications through interagency cooperation.

**Telecommunications Support Technician**

A Field Support Technician works within the Operations Department and performs a wide variety of preventative maintenance and repair duties at radio telecommunication sites throughout the state of Indiana. Duties include but are not limited to generator service and repair, HVAC maintenance, shelter repairs, and electrical tasks to ensure functionality of radio equipment housed inside telecommunication sites. Incumbent will work closely with our Indiana Department of Corrections (IDOC) partners to assess and oversee site maintenance tasks and projects.

**A day in the life**

Incumbent must be available for emergency call-out 24/7/365 for emergency repairs.

* Ability to operate equipment and/or receive equipment operation training.
* Track the progress and completion of projects.
* Work with Indiana Department of Corrections to manage and track maintenance projects.
* Interact with IPSC Fiscal team and IDOC to obtain materials to determine what is needed.
* Oversee and participate in repairs, alterations, and general maintenance of radio telecommunication sites.
* Acquire and transport materials and equipment to job sites.
* Check materials to determine if they meet specifications.
* Inspect maintenance projects to ensure repair work is properly completed.
* Ensure that all safety standards and precautions are followed.
* Maintain work order log, keep time records, and submit time reports.
* Amend work plans as needed to efficiently complete projects.
* Participate in continuing education through provided technical training systems and other sources
* Perform other duties as assigned.

**What we're looking for**

Employee interacts with a wide range of personnel within our agency, other state, county, and local agencies, and outside contractors to ensure security and daily operation of the Indiana State P25 800 MHz System. Strong written and verbal communication skills are essential. Employee must be able to tactfully gain information and cooperation from co-workers, vendors and customers to assist with cooperative problem solving.

* Must possess a valid General Radiotelephone Operators License (GROL), or valid International Society of Certified Electronics Technicians (ISCET) Journeyman Wireless Technician Certification with the ability to apply technical knowledge to ensure compliance with FCC Rules and Regulations*. \*If applicant does not possess either, applicant must obtain GROL within 1 year of employment.*
* High school diploma or GED is required.
* Must possess hands-on experience with generators and HVAC.
* Basic Electrical fundamental knowledge desired.
* Working knowledge of the occupational hazards, safety precautions, electrical precautions and sanitary regulations while performing various tasks.
* Must possess a valid Indiana driver’s license and be willing to drive long distances to remote throughout the state.
* Availability for after-hours callout in support of the statewide public safety radio systems or other emergencies, as required.
* Ability to read, comprehend, and interpret highly technical manuals and schematic diagrams.
* Ability to communicate with non-technical personnel, technical support services and vendors. Both excellent oral and written communications skills are mandatory.
* Ability to use word processing, spreadsheets, databases, and data storage devices.
* Ability to lift and operate heavy equipment.
* Ability to travel to statewide remote locations which may require multiple overnight lodging.
* Willingness to respond to special events and disasters to assist in the deployment/demobilization of mobile repeater systems, trailers and cache equipment. These specialized tasks relate to our internal Strike Team members.
* Maintain state-provided vehicle in a clean and orderly condition for work-related transportation.
* Ability to work independently and often unsupervised. Always willing to work as a team member with technicians, customers, and vendors.