



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
TRAFFIC CENTER TECHNICIAN SUPERVISOR	31	F	7.722
TRAFFIC CENTER TECHNICIAN II	29	F	7.724
TRAFFIC CENTER TECHNICIAN I	27	F	7.725
TRAFFIC CENTER TECHNICIAN TRAINEE	25	F	7.726

SERIES CONCEPT

Traffic Center Technicians are located within District Traffic Operations Centers; operate in a 24/7 environment and facilitate the exchange of information required to maintain the safe and reliable operation of the state roadways while providing information to travelers; operate, control and conduct routine tests of traffic software, signs, and devices; record and track data; prepare reports; communicate with road crews to obtain and provide information.

Operate computer applications to remotely control signs and devices to reduce congestion; post public information regarding road conditions, construction and maintenance restrictions, and traffic impact events such as weather and emergency roadway incidents; review weather and traffic data and determine appropriate travel restrictions within geographical control points based on established guidelines and updated traffic operation plans.

Record and track data such as crew activities, service calls, road conditions, travel restrictions, events and weather; prepare charts, graphs, and tables using data reports from Nevada and surrounding states; assimilate data to operate the traffic operations system and prepare internal and external traffic reports and communicate road conditions; create and maintain spreadsheets, databases, and documents to track other related information.

Communicate with crews by radio, phone, and email to obtain and provide road information, to deploy personnel in response to highway incidents, and to monitor the activities of field personnel during emergency call-outs and during certain maintenance activities; identify and notify pertinent outside agency dispatchers of incidents and restore systems to normal operation after incidents; coordinate with other agencies of system failures and traffic impacts; confer with supervisors regarding information technology (IT) issues; maintain appropriate documentation for incidents, system failures, communications in compliance with national and State standards.

Perform regular system diagnostics, facilitate system troubleshooting, identify system failures, and coordinate system repair.

Execute emergency operational capability plans to ensure continuity of the traffic center's functions as required, following the Incident Command System during significant events.

Perform related duties as assigned.

CLASS CONCEPTS

Traffic Center Technician Supervisor: Under general supervision, incumbents perform the full range of duties in the series concept and, in addition, supervise a District staff of Traffic Center Technicians to include, but not limited to, performance evaluations, work performance standards, scheduling, assigning and reviewing work, and training.

Plan, coordinate, direct and oversee Traffic Operations Center activities for a specified District; assist in the

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CLASS CONCEPTS (cont'd)

Traffic Center Technician Supervisor: (cont'd)

development and implementation of Nevada Department of Transportation's (NDOT) Intelligent Transportation System (ITS).

Assist in developing, updating, implementing and administrating operating policies and procedures for Traffic Center operations; coordinate between divisions within NDOT who provide the computer applications, communication infrastructure and traffic engineering concepts to create the necessary subsystems to support the Traffic Center; monitor and maintain NDOT's Emergency Operation Procedures, The National Incident Management System and the Incident Command System protocols; update and maintain all emergency and after hour communication contact lists.

Coordinate, communicate and provide technical assistance as required to NDOT, Nevada Highway Patrol (NHP), other State traffic operation centers, local governmental agencies, consultants, area businesses and the general public; assist in the coordination and resolution of traffic congestion issues relating to construction, special events, etc., on controlled roadways; participate and represent the Department at meetings, conferences and/or seminars regarding traffic center operations.

Document activities, compile data and prepare standard and ad hoc reports to District management; assist in the preparation of the Traffic Center budget.

Perform related duties as assigned.

Traffic Center Technician II: Under general direction, incumbents perform the full range of duties in the series concept and, in addition, act as a leadworker for lower level technicians in a district Traffic Operations Center (TOC). Incumbents plan and coordinate the work of lower level Traffic Center Technicians; determine individual work priorities requiring a detailed understanding of TOC policy and procedure; provide and/or coordinate training for staff; provide input on performance evaluations; and, develop work schedules to ensure TOC is fully staffed. They also troubleshoot TOC equipment and aid in identification of communication and technological needs; and attend meetings related to traffic planning and emergency management.

Traffic Center Technician I: Under general supervision, incumbents perform the duties described in the series concept and make independent decisions within established limits of authority. Incumbents may serve as a leadworker as assigned. This is the journey level in the series.

Traffic Center Technician Trainee: Under close supervision, incumbents receive training in performing the duties described in the series concept. This is the trainee level in the series and progression to the next level may occur upon meeting minimum qualifications, satisfactory performance, and with the recommendation of the appointing authority.

MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Positions are subject to call-back.
- * Positions require work on evenings, weekends, and/or holidays.
- * Pursuant to NRS 284.4066, positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances.

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MINIMUM QUALIFICATIONS (cont'd)

TRAFFIC CENTER TECHNICIAN SUPERVISOR

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of traffic center experience which included monitoring and facilitating traffic flow, developing responses to problems based on established guidelines, developing regular reports, and dispatching appropriate personnel to incidents, one year of which included leadworker experience; **OR** two years of experience as a Traffic Center Technician II in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at the time of application):

General knowledge of: policy and procedure development; supervisory practices and procedures. **Detailed knowledge of:** agency, State, regional and local emergency management plans. **Ability to:** communicate effectively both orally and in writing with agency, State, regional and local entities; establish priorities; operate, troubleshoot and train others in the use of automated systems; document work activities and prepare reports; supervise and train subordinate staff; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Detailed knowledge of: Incident Command Center protocols and procedures; National Incident Management System protocols and procedures; public relations practices; Nevada roadways. **Ability to:** coordinate and manage a wide variety of automated systems; integrate and manage priorities of several internal and external agencies; disseminate agency Traffic Center goals and objectives in a clear and concise manner.

TRAFFIC CENTER TECHNICIAN II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of traffic center experience which included monitoring and facilitating traffic flow, developing responses to problems based on established guidelines, developing regular reports, and dispatching appropriate personnel to incidents; **OR** one year of experience as a Traffic Center Technician I in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at the time of application):

Working knowledge of: traffic operations policies and procedures; public relations practices; agency, local and regional emergency management plans, communications, planning and implementation practices; basic protocols, abilities and responsibilities of district resources; maintenance and construction terminology pertaining to traffic control and safety procedures. **General knowledge of:** regional geography to include but not limited to terrain, landmarks, highways and climate conditions. **Skill in:** initial troubleshooting of traffic operations equipment. **Ability to:** work independently and follow through on assignments with minimal direction; operate and train others in the use of traffic operations equipment; make operational decisions within established limits of authority; read, analyze and interpret data from equipment; read and interpret maps, construction plans and specifications; perform calculations based on information; research and respond to inquiries involving past operations and activities; research data from departmental and external sources; receive and respond to a large volume of radio, telephone and telecommunication traffic; develop training manuals and materials; *and all knowledge, skills and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

Working knowledge of: effective training or coaching techniques used in training lower level Traffic Center Technicians; public relations principles and practices. **Ability to:** adjust priorities of traffic center operations quickly as circumstances dictate; assist in drafting communication center procedures; assess situations and determine appropriate response; work as a team leader and coordinate the work of others; communicate effectively both orally and in writing; perform complex technical tasks such as adding and programming new

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MINIMUM QUALIFICATIONS (cont'd)

TRAFFIC CENTER TECHNICIAN II (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job): (cont'd)
 devices into a central system such as Dynamic Message Signs, portable changeable message signs, flow detectors, and closed-circuit television (CCTV) cameras.

TRAFFIC CENTER TECHNICIAN I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of traffic center experience which included monitoring and facilitating traffic flow, developing responses to problems based on established guidelines, developing regular reports, and dispatching appropriate personnel to incidents; **OR** one year of experience as a Traffic Center Technician Trainee in Nevada State service; **OR** an equivalent combination of education and experience as described above. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: protocols for roadway incidents and events such as rollovers and floods; equipment diagnostics and identification of system failures. **General knowledge of:** local and regional roadway systems. **Skill in:** operation and manipulation of traffic operations systems hardware and software. **Ability to:** deal efficiently and tactfully with internal personnel, other state and local agencies and the traveling public; understand and apply instructions from technical manuals to specific situations; organize information in a clear and concise manner; accurately copy, post or transcribe data; summarize data and prepare reports; coordinate communications with other groups both within and outside the agency; enter data in computer equipment and resolve data discrepancies; prioritize tasks based on the criticality of incoming information; research and investigate questions and issues requiring the review and consideration of historical data and current development; *and all knowledge, skills and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for Traffic Center Technician II.)

TRAFFIC CENTER TECHNICIAN TRAINEE

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of experience which included customer service and two or more of the following: maintaining records, operating a computer, answering telephones, dispatching, and reviewing forms, documents and other written materials; **OR** an equivalent combination of education and experience as described above. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: standard office practices and procedures; arithmetic necessary to produce statistical reports; customer service by phone and other methods. **Ability to:** work independently and as part of a team; establish and maintain effective working relationships; understand and carry out oral and written instructions; work effectively with frequent interruptions and distractions; operate a computer and ancillary equipment; speak clearly and distinctly using correct English; communicate effectively in writing sufficient to document roadway events and customer service calls; remain focused during a variety of traffic events and emergency situations; learn to respond appropriately to telephone and radio communications while monitoring computer equipment and roadway information sources; add, subtract, multiply, and divide numbers accurately; compile, organize, and summarize data for inclusion in reports; maintain records including manual and electronic files; use word processing, spreadsheet, database management, and other associated business software; read and understand manuals and other written materials; read maps that include identifying routes.

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MINIMUM QUALIFICATIONS (cont'd)

TRAFFIC CENTER TECHNICIAN TRAINEE (cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for Traffic Center Technician I.)

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this series.

	<u>7.722</u>	<u>7.724</u>	<u>7.725</u>	<u>7.726</u>
ESTABLISHED:	8/16/13R	5/21/10PC	5/21/10PC	5/21/10PC
REVISED:		8/16/13UC	8/16/13UC	8/16/13UC