Intelligent Transportation Systems Operations Technician

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
INTELLIGENT TRANSPORTATION SYSTEMS (ITS) OPERATIONS TECHNICIAN I	1800	B15	$35,976 - $55,045
ITS OPERATIONS TECHNICIAN II	1802	B17	$39,976 - $61,399
ITS OPERATIONS TECHNICIAN III	1804	B19	$45,244 - $72,408
ITS OPERATIONS TECHNICIAN IV	1806	B21	$51,278 - $82,901

GENERAL DESCRIPTION

Performs traffic monitoring work via computerized surveillance and control equipment in an Intelligent Transportation System managed area and disseminates information to the public through various forms of communication.

DISTINGUISHING CHARACTERISTICS

The Intelligent Transportation Systems (ITS) Operations Technician series is intended for employees who are responsible for monitoring and reporting incidents on area roadways. The primary responsibility of employees in the series is to use ITS devices to search for and verify incidents and lane closures and to monitor congestion. This series is separate from the ITS Specialist job classification series, in which employees do not focus on traffic monitoring but instead install, maintain, troubleshoot, and repair traffic control signals, dynamic message signs, and related communication and ITS field devices.

EXAMPLES OF WORK PERFORMED

Advises the public of traffic conditions using computerized variable message signs, highway advisory radio, and/or low frequency television broadcasts.

Disseminates traffic information through various communication devices to other governmental agencies located within the operations center and/or managed area.

Monitors traffic flow and conditions using loop detector systems, closed circuit television systems, and/or automated vehicle identification systems.

Updates traffic management database with incident information.

Responds to questions from the public.

Monitors, answers, evaluates, and prioritizes incoming phone calls from the public on dedicated emergency phone lines regarding the reporting of traffic accidents, debris, construction, stalled vehicles, and other incidents, responding as necessary in conjunction with law enforcement, fire, and emergency management systems.

Detects, confirms, and tracks equipment faults affecting control room equipment.

May assist in providing technical assistance as needed.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level IV may also perform work listed within the previous levels.

***Note**: Factors that may distinguish between entry and journey levels include the degree of independence in performing the work and the complexity of the work and may include the employee's related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work listed in the examples or may assist others in that work.*

ITS OPERATIONS TECHNICIAN I: Performs entry-level traffic monitoring work. Works under close supervision, with minimal latitude for the use of initiative and independent judgment. Employees at this level may have limited experience or no experience and spend the majority of their time performing simple to routine work following standard procedures.

ITS OPERATIONS TECHNICIAN II: Performs routine (journey-level) traffic monitoring work. Works under close supervision, with minimal latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard. Employees may also assist others in performing work of greater complexity and may:

- Perform real time traffic studies to determine traffic routing.
- Assist incident response teams.

ITS OPERATIONS TECHNICIAN III: Performs complex (journey-level) traffic monitoring work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than those at the previous levels and may routinely assist others in performing work of greater complexity. Employees at this level may:

- Develop and evaluate incident response scenarios for either planned or unplanned events and/or emergencies.
- Update traffic management database with incident information, conduct research, and compile data for reports.
- Evaluate and respond to questions from the public.
- Respond to calls from the public reporting maintenance/signal deficiencies on State right-of-way and forward that information to the responsible party.
- Assist with public requests for state right-of-way use for special events.

***Note**: A senior-level employee (level IV) may perform the full range of work listed in the examples above and can serve as a lead worker providing direction to others.*

ITS OPERATIONS TECHNICIAN IV: Performs highly complex (senior-level) traffic monitoring work. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate with multiple departments and entities to discuss traffic problems and emergency response solutions.
- Coordinate the dissemination of traffic information through various communication devices to other governmental agencies located within the operations center and/or managed area.
- Make joint decisions with emergency responders regarding the need for emergency response teams.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in computer operations, traffic analysis, traffic management, or telecommunication operations work. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of emergency response procedures, radio protocol, data processing equipment and information systems, freeway management system concepts and operations, traffic flow principles and procedures, and applicable ITS-related computer applications.

- Skill in emergency response and procedures, radio protocol procedures, and the use of a computer and applicable software.

- Ability to perform multiple duties simultaneously, to operate automated and manual information systems, and to communicate effectively.

Additional for ITS Operations Technician IV level

- Ability to serve as a lead worker providing direction to others.