



Intelligent Transportation Systems Operations Technician III

Salary Group: B19

Class Code: 1804

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
INTELLIGENT TRANSPORTATION SYSTEMS (ITS) OPERATIONS TECHNICIAN I	1800	B15	\$32,976 - \$52,045
ITS OPERATIONS TECHNICIAN II	1802	B17	\$36,976 - \$58,399
ITS OPERATIONS TECHNICIAN III	1804	B19	\$42,244 - \$68,960
ITS OPERATIONS TECHNICIAN IV	1806	B21	\$48,278 - \$78,953

GENERAL DESCRIPTION

Performs complex (journey-level) traffic monitoring work. Work involves the monitoring of traffic via computerized surveillance and control equipment located within an Intelligent Transportation System managed area and disseminating information to the public through various forms of communication. May provide guidance to others. Works under general, with moderate latitude for the use of initiative and independent judgment.

DISTINGUISHING CHARACTERISTICS

The Intelligent Transportation Systems Operations Technician series is intended for employees that are responsible for monitoring and reporting incidents on area roadways. The primary responsibility of the series is to use intelligent transportation system devices to search for and verify incidents and lane closures, and monitor congestion. In contrast, the Intelligent Transportation Systems Specialist job classification series does not focus on traffic monitoring; rather, employees in that series would install, maintain, troubleshoot, and repair traffic control signals, dynamic message signs, and related communication and Intelligent Transportation System 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.

Develops and evaluates incident response scenarios for either planned or unplanned events and/or emergencies.

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

Performs real time traffic studies to determine traffic routing.

Updates traffic management database with incident information, conducts research, and compiles data for reports.

Evaluates and responds to general information 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.

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

Responds accordingly to calls from the public reporting maintenance/signal deficiencies on State right-of-way and forwards the information to the responsible party.

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

Assists in making joint decisions with first responders concerning the disposition and response to incidents observed or reported.

Assists with public requests for state right-of-way use for special events.

May assist in providing technical assistance as needed.

May provide guidance to others.

Performs related work as assigned.

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 procedures, data processing equipment and information systems, freeway management system concepts and operations, traffic flow principles and procedures, and applicable Intelligent Transportation Systems-related computer applications.

Skill in emergency response 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.