

WASHINGTON STATE DEPARTMENT OF PERSONNEL

Specification for Class of

TRAFFIC SYSTEMS OPERATIONS SPECIALIST IN-TRAINING (41683)

**Abolished Effective June 1, 2005**

Definition: In a training capacity and under close supervision in a Department of Transportation traffic management center, serves as a shift operator of the electronic communications systems responsible for receiving, transmitting, and coordinating roadway conditions and services requirements via multi-frequency base stations. Monitors and operates freeway traffic control systems, operates computer enhanced information distribution systems on the roadway and for the media, monitors electronic, video, and computer systems and adjusts environmental control systems for enclosed roadway sections.

Distinguishing Characteristics: This is an in-training class. This class is designed to provide training opportunities and experience to become a successful and fully qualified Traffic Systems Operations Specialist. Incumbents will be eligible for advancement to the class of Traffic Systems Operations Specialist after successful completion of a 24-month structured training program.

Typical Work

Responsible for operation of a control center on a shift, providing either primary radio operation or monitoring of system controls for enclosed roadway systems;

Responsible for monitoring video, traffic sensors, and environmental systems to determine the occurrence of incidents such as fire, stalled vehicles, accidents, disturbances in pedestrian tunnels, and malfunctioning equipment; analyzes the magnitude of an incident and adjusts system controls in response to current conditions;

Initiates traffic management actions, monitors and adjusts ventilation rates and lighting levels within the enclosed roadway systems to facilitate normal operation or incident response;

Works with radio and maintenance personnel to recognize potential problems and system malfunctions so appropriate repairs can be made;

Where assigned, transmits work orders to maintenance crews and equipment operators for emergency or regular maintenance repairs to roads, signs, bridges, lights, signals, radios, cameras, or mechanical equipment; maintains and updates records of available maintenance personnel and equipment.

Operates a multi-frequency radio console, multi-line telephone system, computer terminal, typewriter, private line intercom system and other data recording equipment;

Utilizes computer terminal to receive and disseminate roadway conditions regionwide; performs various functions within the transportation system's monitoring center and monitors the traffic system's control terminal;

Receives information from the public by telephone and in person; records, evaluates, and disseminates reports of accidents, traffic hazards, disabled vehicles, dead animals road debris, complaints, and initiates appropriate action; makes appropriate computer entry and maintains appropriate files and records as required;

Relays emergency information to law enforcement agencies, ambulances, tow trucks, fire department, aid cars, and other aid as requested;

Maintains records of available emergency personnel and equipment and dispatches as directed for emergency work; maintains records of emergency dispatches and estimated time of arrival;

Receives and transmits road and weather information, snow and pass reports, road restrictions and avalanche control information from and to fixed stations and mobile units;

Maintains current status of all mobile units;

Provides assistance, and direction to newly appointed Operations System Specialists;

Maintains continuity of operations by coordinating current events with personnel arriving on shift;

Performs other work as required.

Desirable Qualifications: High School graduation or GED and one year of experience as a principle radio operator or dispatcher using multi-band, two-way radio equipment and personal computers.

NOTE: If positions are co-located with the Washington State Patrol Communications Centers, uniforms may be required, and background check will be required.

New class: 4-15-94

Revised definition, added distinguishing characteristics, revised minimum qualifications, title change (formerly Traffic System Operations Specialist 1), and general revision: 11/9/01

Revised distinguishing characteristics, changed probationary period from 6 to 12 months: 5-30-02