

Title: <b>Senior TMC Operator</b>	Effective Date: <b>June 19, 2021</b>	Grade: <b>XI</b>	Job Category: <b>Admin Support</b>
Prior Title: <b>Initial Distribution</b>	Prior Effective Date:	Grade:	Page: <b>1 of 2</b>

### ***CHARACTERISTICS OF WORK***

Under direct supervision, this position is responsible for helping oversee the work performed using multiple Intelligent Transportation Systems (ITS), for using two-way radio communications between the Central Office complex and approximately 700 statewide system user, and operating a nationwide law enforcement computer network.

### ***EXAMPLES OF WORK***

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Work in a 24-hours/seven-day week environment as essential personnel.
- Lead and perform all TMC Operator duties.
- Support Supervisor and Assistant Supervisor with TMC operations.
- Oversee and operate ITS elements, including Dynamic Message Sign (DMS) system, camera system, etc.
- Monitor the accuracy of reports and logs.
- Ensure policy and procedure conformity between all shifts.
- Maintain advanced knowledge of all TMC equipment, computers and software associated with job duties.
- Assist in training of new TMC Operators.
- Assist instructing and conveying new ideas to the team.
- Assist with scheduling and radio coverage when needed.
- Provide ACE insight.
- Be available to cover TMC shifts as needed.

### ***MINIMUM REQUIREMENTS***

#### Education and experience:

Must be at least 18 years old. The educational equivalent to a diploma from an accredited high school. Experience as a TMC Operator.

#### Knowledge, skills and abilities:

Ability to update and maintain computerized databases. Ability to write legibly, speak clearly in the English language, and type with accuracy. Good listening skills and the ability to multi-task. A working knowledge of Microsoft Office products including Outlook. Ability to lead a team. Ability to train others. Ability to communicate both orally and in writing. Attention to detail. Working knowledge of TMC operations.

#### Working conditions:

Availability for shift work, including weekends and holidays.

#### Licenses, registrations and certifications:

Meet minimum standards for certification by the Arkansas Crime Information Center (ACIC), including fingerprinting and police background investigation.

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*("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)*

**A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.**