

Title: TMC Operator	Effective Date: September 12, 2023	Grade: IX	Job Category: Technician
Prior Title: TMC Operator	Prior Effective Date: May 23, 2019	Grade: IX	Page: 1 of 1

CHARACTERISTICS OF WORK

Under general supervision, this position is responsible for working with multiple Intelligent Transportation Systems (ITS), for using two-way radio communications between the Central Office complex and approximately 700 statewide system users, 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.

- Operate and monitor statewide camera system.
- Operate statewide Dynamic Message Sign (DMS) system including:
 - Public Safety Announcements (PSA's)
 - Real-time driver information
 - Traffic Incident Management (TIM)
- Operate Highway Advisory Radio (HAR) system.
- Work in a 24/7 environment as essential personnel.
- Dispatch (broadcast) via different types of radio consoles to various field units.
- Quickly and accurately handle emergency and non-emergency situations.
- Monitor various systems such as iDriveArkansas, third-party traffic applications, broadcast traffic news, social media, various types of security CCTV (closed circuit television) and alarms and other sources of information simultaneously.
- Compile information, make proper notifications, and complete technical reports.
- Operate terminal equipment in accordance with statutes of the ACIC/NCIC/NLETS computer systems, FCC rules and regulations, and Department policy to obtain vehicle and driver information nationwide.
- Maintain an accurate log of all events, using a Computer Aided Dispatch (CAD) system and/or an Automated Transportation Management System (ATMS).
- Perform other ITS related duties as technology becomes available.

MINIMUM REQUIREMENTS

Education and experience: Must be at least 18 years old. The educational equivalent to a diploma from an accredited high school. Experience in operating a complex two-way radio communications system, and radio dispatching.

Knowledge, skills and abilities: Working knowledge of dispatch terminal operations. 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 preferred.

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.

"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.