

Title: TMC Operator	Effective Date: June 3, 2019	Grade: IX	Job Category: Admin Support
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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 and other sources of information simultaneously.
- Compile information, make proper notifications, and complete technical reports on the following:
 - Work zones
 - Incidents involving hazardous materials
 - Road and weather conditions statewide
 - Closings of interstate and state highways
 - Other occurrences affecting the Department and/or the motoring public
- Operate terminal equipment in accordance with statutes of the ACIC/NCIC/NLETS computer systems, FCC rules and regulations, and Department policy.
- Maintain an accurate, legible log of all events.
- Perform other ITS related duties as technology becomes available.

MINIMUM REQUIREMENTS

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, radio dispatching, and working knowledge of dispatch terminal operations required. 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. Meet minimum standards for certification by the Arkansas Crime Information Center (ACIC), including fingerprinting and police background investigation. Availability for shift work, including weekends and holidays.

("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.

