

DU-COMM

DuPage Public Safety Communications
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JOB DESCRIPTION

TECHNICIAN I (entry level)

Reports To: Technical Services Manager
or Designee
FLSA Status: Exempt
Updated: January 21, 2026

Assist in the maintenance and repair of DU-COMM's radio, telephone, microwave, power, alarm, control, ancillary, and facilities/systems.

ESSENTIAL JOB FUNCTIONS

The following statements are illustrative of the essential functions of the job and do not include other nonessential or peripheral duties that may be required. The organization retains the right to modify or change the duties or essential functions of the job at any time.

- System level maintenance of two-way radio repeater systems (conventional, Simulcast, and P25), microwave radio, mux units, comparators, duplexers, multi couplers, window filters, etc.
- Routine use of antenna analyzer, spectrum analyzer, oscilloscope, vector network analyzer, DVM, watt meter, service monitor, and computers.
- Diagnose electrical components of DU-COMM radio, telephone, control, power, and alarm systems.
- Verify service by testing circuits, equipment, and alarms to identify, correct, or escalate for immediate action or assistance.
- Demonstrate working knowledge and the ability to maintain and trouble shoot AC and DC electrical systems.
- Maintain and provide 1st tier support on all systems within "the four walls" of DU-COMM's communication center and tower sites including HVAC, Plumbing, and Electrical.
- Communicate project scope and/or technical issues with vendors and/or member agency personnel.
- Install new base station radios, antennas, microwaves, battery systems, channel mux, filtering units as required.
- Communicate with member agencies regarding equipment or service problems.
- Ability to work independently and as part of a team.
- Complete reports, documentation, block diagrams, and schematics on DU-COMM systems.
- Participate in on-call rotation with other DU-COMM technicians.
- Design, build, test, and integrate electronic/mechanical assemblies at various locations.
- Locate problem areas, perform necessary emergency repairs, or escalate for immediate action or assistance.
- Prioritize tasks based on critical events and due dates.
- Comply with all orders, policies, procedures, rules and regulations of DU-COMM.
- Follow written and verbal instructions.
- Perform any other duties as assigned by supervisor.

MINIMUM QUALIFICATIONS

- Two (2) years of experience in radio/microwave/electronic repair technical position or associate degree in Engineering/Technology field.
- Must be at least 21 years of age.
- A high school diploma or equivalent is required.
- Must be of strong moral and ethical character.
- Must possess a valid driver's license.
- Must clear background check.
- Must be willing to be in "on-call" rotation as needed.
- Strong analytical and logical problem-solving skills in mechanical and electrical systems.
- Proficient in the English language including proper usage, spelling, punctuation, and grammar.
- Strong interpersonal skills to include the ability to work one-on-one and in a group environment.
- Mechanical aptitude to fabricate with aluminum, copper, steel, and wood.
- Ability to read and use schematic diagrams.
- Knowledge of basic electrical systems and proper load configurations.
- Versed in the latest computer operating systems (OS) and common software packages (i.e.: Microsoft Office Suite, Windows 11 or newer).

Must be able to successfully pass a thorough background investigation, polygraph exam, psychological assessment, and medical/drug screenings.

PREFERRED QUALIFICATIONS

A strong candidate will also have experience in the following areas:

- Associate or Bachelor degree in Engineering/Technology field.
- Three (3) to five (5) years of experience in radio/microwave technical position.
- FCC General Class Radio Telephone License (GROL).
- Amateur Radio license.
- Knowledge of two-way radio communication including antennas, microwave, and multiplex systems.
- Knowledge of solid-state electronics, the operational design of circuits, and electronic testing equipment.
- Knowledge of R56 grounding standards for radio systems.
- Knowledge, maintenance, and testing of telephone systems including, PBX, VoIP, T1s, and P2P.
- Knowledge of basic networking concepts, devices, and security in a TCP/IP configuration.
- Previous experience in a public safety environment.

PHYSICAL/MENTAL REQUIREMENTS

- The position involves considerable and frequent physical exertion, including but not limited to; lifting objects up to 80 pounds, lifting reasonably weighted items to a height above 6 feet to install or move - including while on a ladder, assuming awkward positions for long periods of time, walking or standing 6 to 7 hours, climbing ladders, and climbing up to seven (7) flights of stairs.
- Must be able to differentiate color coded displays.
- Use written repair manual, read a computer monitor, telephone and in-person communications, etc.
- Regularly work in an indoor/office environment and required to sit and/or use repetitive hand motion.
- Frequently required to talk, hear, stand, and walk.
- Must be able to work under stressful situations, have good cognitive skills, maintain work accuracy, and the ability to concentrate on more than one task at a time.
- Must have the ability to read and discern visual images on a variety of media with 20/20 corrected vision.
- Must hear speech out of both ears in the normal range of 30 db at 500 to 2000 Hz range.
- Must be able to work in excess of continuous 8 hours when required.
- Must be able to speak and communicate clearly over telephones and radios.
- Must be in sound physical health as determined by a certified licensed physician with no evidence of the use of controlled substances.

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