

**Date:** April 30, 2025

**To:** Civil Service Commission

**From:** Laura Baeza, Personnel Analyst

**Subject:** Communication Specialist I-IV Job Bulletin

The examination for **Communication Specialist I-IV** was last administered as a qualifying exam opportunity in FY24 from 02/16/24 to 03/22/24. At that time, 135 candidates applied and 102 qualified.

- Test #01 eligible list was established on 3/13/24 expired on 3/12/25 and test #02 was established on 4/10/24 and expired on 4/9/25.
- These lists were referred to 20 requisitions within the user departments.
- Eight (8) selections were made from the established eligible list to various requisitions.

There are currently nine (2) selective certification vacancies in the Technology & Innovation Department.

Proposed changes to the Communications Specialist I-IV bulletin are:

- Updated Filing date and salary information
- Added the industry language and the desirable qualifications for each under Desirable Qualifications.
- Updated the driver's license language

Staff recommends a Qualifying Examination and application filing period of four (4) weeks, from 05/02/25 to 05/30/25.

A representative from one of the user departments is present today to answer any questions.



Job Title	<b>Communication Specialist IV (Cameras)/Communication Specialist V (Network)</b>
Closing Date/Time	Friday, May 30, 2025, at 4:30 PM
Salary	\$30.201 – \$69.901 Hourly
Job Type	Classified - Full-Time, Permanent
Location	Long Beach, California
Department	Multiple-Departments

**Applications are available online beginning Friday, May 2, 2025, through 4:30 PM, Friday, May 30, 2025.**

**SALARY INFORMATION:**

Grade I - \$30.201 - \$41.066 Hourly  
Grade II - \$33.427 - \$45.424 Hourly  
Grade III - \$36.957 - \$50.234 Hourly  
Grade IV - \$41.907 - \$57.075 Hourly  
Grade V - \$46.343 - \$63.131 Hourly  
Grade VI - \$51.325 - \$69.901 Hourly

**EXAMPLES OF DUTIES:**

Under supervision, maintains, installs, repairs, plans and designs communication systems and equipment; may act in a lead or supervisory capacity; adapts, assembles, installs, and operates electronic equipment (e.g. mobile and portable radios, remote base stations, microwave systems, mobile data terminals, and cellular modems); may install, repair, maintain, configure, and upgrade TDM and VOIP telephone systems, IVRs, Call Centers, PBXs, and network cameras; may install, repair, maintain, configure, and upgrade data communication equipment such as hubs, routers, APs, and switches; may install, repair, maintain, configure, and upgrade servers; provides effective customer service by keeping customers informed of progress, ensuring satisfaction, providing advice, etc.; may develop, conduct, or implement in-service training programs, safety programs, field tests, and/or work inspections; may act as a project leader or liaison between user departments and the communications groups; may perform complex and detailed cost benefit analysis and feasibility studies; may represent the City during meetings with other regulatory bodies; may ensure strict enforcement and compliance with safety regulations; and performs other related duties as assigned.

**REQUIREMENTS TO FILE:**

**Applicants must meet the requirements of Option A, Option B, or Option C to qualify:**

**Option A:**

A bachelor's degree from an accredited college or university with major coursework in Computer Science, Telecommunications, Radio or Television Communications, or related **(proof required)** \* **AND** one year of paid full-time experience equivalent related experience in telecommunications, video communications and/or wireless equivalent to a Systems Technician;

**OR**

**Option B:**

An associate's degree from an accredited college or university with major coursework in Computer Science, Telecommunications, Radio or Television Communications, or related field **(proof required)** \* **AND** three (3) years of paid, full-time equivalent related experience in telecommunications, video communications and/or wireless communications with at least one year of experience equivalent to a Systems Technician;

**OR**

**Option C:**

Completion of a one-year certificate program from an accredited technical/vocational school with coursework in computer science, television communications, telecommunications, two-way radio or a related field (**proof required**) \* **AND** four (4) years of paid full-time equivalent related experience in telecommunications, video communications and/or wireless communications with at least one year of experience equivalent to a Systems Technician.

**Opportunities for Substitution of Education or Experience**

Additional related experience may be substituted for the education on a year-for-year basis.

**\*Proof of required documents, such as degrees and transcripts, must be uploaded to the online application at the time of filing. Any proofs submitted must contain either the applicant's name or other identifying characteristic on the form. Degree must indicate the field of study and transcripts must indicate field of study and degree conferred date. Candidates who possess degrees from colleges or universities from outside the United States must attach proof of educational equivalency at the time of filing.**

**Knowledge, Skills, and Abilities:**

- Ability to communicate effectively verbally and in writing;
- Ability to provide effective customer service;
- Ability to move and lift up to 40 pounds;
- Ability to work at heights of 160 feet.

A Federal Communications Commission (FCC) Radiotelephone Operator's License (GROL) is required before passing probation for some positions that configure and repair two-way radios in the Wireless Division.

Willingness to work an irregular schedule, including nights, weekends, overtime, and holidays.

A valid driver's license or the ability to arrange necessary and timely transportation for field travel may be required for some assignments.

**DESIRABLE QUALIFICATIONS:****Communication Specialist IV – Infrastructure Services Bureau, Network Division, Security Infrastructure Group**

The Technology & Innovation Department (TID) Grade IV position requires specialized expertise in security camera and access control systems, including configuration, maintenance, and troubleshooting. This role will be responsible for leading initiatives related to security camera and access control systems, encompassing new installations and upgrades for the Security Infrastructure Team. This role will be the lead for initiatives related to security camera and access control systems, encompassing new installations and upgrades for the Security Infrastructure Team. Candidates should be informed about the latest technologies, trends, and best practices in the field.

**Desirable qualifications for the Communication Specialist IV vacancy include:**

- Knowledge of the intersection and Integration of IT systems and operational technology systems.
- Experience with security camera and access control systems, including new installations and upgrades, systems maintenance, troubleshooting, and configuration to resolve technical issues and improve system functionality.
- Technical certifications in Genetec or other video management systems, as well as Lenel or other access control systems.
- Ability to oversee complex projects from initiation to completion, encompassing the development and execution of project work scopes while ensuring contractor compliance.

- Ability to support and maintain underlying infrastructure, including fiber networks and related technology systems.
- Strong project management abilities, with the capability to oversee complex projects from inception to completion.
- Ability to collaborate effectively with diverse stakeholders, including contractors, technology teams, and city departments.

**Communication Specialist V – Infrastructure Services Bureau, Network Division, Network Infrastructure Group**

This Technology & Innovation Department (TID) Grade V position will require specialized expertise in Cisco network design and architecture, routing and switching, routing protocols, network security, wireless technologies, DNA, and Zero Trust. Responsibilities include creating configuration templates for network hardware; creating network firmware standards and updating schedules; maintaining core network infrastructure, including firewalls, routers, switches, and other related hardware; making recommendations to improve network infrastructure and ensure solutions meet the needs of the city network; and assessing for risks and vulnerabilities across network hardware and software.

**Desirable qualifications for the Communication Specialist V vacancy include:**

- Knowledge of cybersecurity concepts and principles, network security, and Zero-Trust Implementation.
- Experience integrating enterprise IT networks with operational technology systems (e.g., cameras, access control, BMS, or alarms).
- Experience with Cisco Routing and Switching, VPN, SDWAN, and site-to-site VPN.
- Experience with routing protocols and implementation.
- Experience with Cisco Enterprise Networks, Cisco Network Design, Architecture, and DNA/Catalyst.
- Cisco Certifications are desirable.
- Ability to update and create documentation, update Standard Operating Procedures, and train staff.
- Ability to design network topologies and update documentation to ensure accurate understanding and efficient troubleshooting of the network infrastructure.
- Ability to assist in investigations of security incidents, root cause analysis and resolution documentation in incident reports.
- Ability to manage large-scale deployments/projects.

**EXAMINATION WEIGHTS:**

Application and Supplemental Application.....Qualifying

Screening of applicants will be conducted on the basis of application and required supplemental application submitted. This selection procedure will be conducted using a continuous non-competitive process, which means applications are evaluated solely on training, experience, education, or certification. All applicants meeting the minimum qualifications will be placed on an eligible list. Applicants receiving Veteran's Credit will be placed on the eligible list first and then in the order in which applications were filed. This is a continuous eligible list, which means eligible lists may be established periodically and may expire six months from their effective date. Applicants may apply only once during a four-month period. **Candidates meeting the minimum qualifications with applications received by May 30, 2025, will be placed on Test #01 established eligible list.**

**If you have not received notification within two weeks of filing, please contact the Civil Service Department at (562) 570-6202.**

**EQUITY AND INCLUSION**

The City of Long Beach is committed to creating a workplace where every employee is valued for who they are. Having our workforce reflect the diversity of our community at various levels of the organization is a continuous goal embraced by our departments, management staff, and policymakers. To support efforts of fairness and

diversity, City Leadership is committed to incorporating equity and inclusion into our work by supporting staff and community partners. We are committed to promoting transparency by publishing updated demographic information for employees, including workforce diversity data and pay by race and gender.

The City of Long Beach will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You are not required to disclose your criminal history or participate in a background check until you receive a conditional job offer. If the City of Long Beach has concerns about a conviction that is directly related to the job after making a conditional job offer and conducting a background check, you will have the opportunity to explain the circumstances surrounding the conviction, provide evidence to mitigate concerns, or challenge the accuracy of the background report. Find out more about the Fair Chance Act by visiting <https://calcivilrights.ca.gov/fair-chance-act>

In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer, and/or Tagalog) are desirable for positions interacting with the public.



This information is available in an alternative format by request at (562) 570-6202. If special accommodation is desired, please contact the Civil Service Department two (2) business days prior to the test at (562) 570-6202. For the hearing impaired, call (562) 570-6638.  
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