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POLICE TECHNOLOGY SPECIALIST

DEFINITION

Under general supervision, performs software application and hardware system support, maintenance, and modification of a complex nature in support of administrative and business services for the Police Department; creates business processes and develops work flow specifications to meet end user requirements; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Police Business Manager. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This is a full experienced-level class that provides support to the Police Department in the daily oversight of specialized software application systems, including maintenance, modification, process customization, training, and report development. This class also performs technical support for hardware systems, peripherals, and data telecommunications and audiovisual equipment. Incumbents working at this level are required to conduct needs analysis and detailed review and analysis of various computer technology options necessary to automate departmental processes and facilities, and recommend strategies to resolve organizational issues. This class is distinguished from the Information Technology Technician by the performance of duties related specifically to the software application systems, hardware, and equipment found in the Police Department.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Advises and consults with users to develop required application services and business processes; assists in planning, coordinating, and scheduling future needs keeping all parties informed of plans, progress, training requirements, and budgetary issues; develops and recommends application and resource priorities.
- Evaluates existing program performance and recommends improvements to operational performance and security; administers changes and adjustments to systems as needed.
- Coordinates and maintains security user access controls.
- Reviews, analyzes, streamlines, and documents business processes and relates them to application software.
- Acts as point of contact for the day-to-day operations of the Police department database technology needs; troubleshoots system problems; isolates the cause of system failures.
- Responds to and resolves software users' inquiries and complaints and escalates problems or issues to vendor representatives or programmers as needed.

- Moves and sets up workstations; supplies same with computer terminal, connection, and telephone; installs desktop equipment, software, and network operating systems; installs emulation software and wiring connections to the City's network; installs, maintains, and troubleshoots voice connections, cabling, instruments, and switches; tests and certifies each installed connection, including cellular phones, personal digital assistants, and pagers; works with various vendors to support these systems.
- Evaluates and diagnoses computer hardware and software problems associated with the Police department computers and related equipment; performs diagnostic testing; repairs equipment.
- Installs and supports new hardware and new and/or upgraded versions of software applications.
- Performs routine tasks of local area network (LAN) and wide area network (WAN) administration; maintains connectivity of LEDS, PPDS, and WCCCA; provides security authorization for application access.
- Maintains and supports various systems and electronic equipment, including security cameras, recording systems, forensic computer equipment, property evidence system, and audiovisual equipment.
- Determines and recommends computer and audiovisual equipment needs; prepares detailed cost estimates with appropriate justifications, as required; orders equipment as necessary; prepares documents for equipment procurement; maintains a variety of records.
- Assists in preparing the annual information systems budget; tracks and reports expenditures.
- Assists in the development of paperless report writing and data transfer systems, including reviewing potential implementation of a secure wireless network.
- Coordinates with the Information Technology Division to troubleshoot and resolve system problems, make system modifications, and install new and additional software as required.
- Maintains and compiles documentation of user procedures, technical references, training manuals, handbooks, and guides.
- Stays abreast of current trends and developments in the field of computer software programs and networking systems on a variety of hardware operating systems.
- Represents the department at meetings and conferences on specialized topics.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of computer system operations and peripheral components including systems analysis and development techniques.
- Operating system principals, microcomputer hardware, application software, multi-media systems and website development.
- Theory and design of information technology.
- Audio-Visual and multi-media equipment, operations, setup, configuration, integration, and troubleshooting.
- Principles of database management and systems development.
- Techniques and practices in utilizing standard applications software including word processing, database, telecommunication, desktop publishing, and spreadsheet software.
- Computer and peripheral equipment maintenance methods and procedures.
- Systems design and development process, including requirements analysis, feasibility studies, software design, programming, beta testing, installation, evaluation, and operational management.
- Research techniques, methodology, and procedures; file management, administration, storage, and handling techniques; and standard office practices and procedures.
- Basic principles and practices of budget development and administration.

- Modern communication devices and components including current trends and development in the field of computer technology.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Perform a variety of functions in the operation and maintenance of a variety of voice and computer systems hardware and software.
- Learn to operate, maintain, and troubleshoot specialized computer systems as found in a police department or law enforcement environment.
- Identify, evaluate, and solve problems; perform diagnostic checks and take appropriate corrective action; and design and implement new or revised systems and procedures for the automation of information processing.
- Collect, analyze, and interpret procedures and data; develop sound conclusions, recommendations, and solutions.
- Write code and programs using symbolic program language to produce automated systems instructions; read, interpret, and apply information from complex technical publications, manuals, and other documents.
- Evaluate new technology and serve in an advisory capacity to supervisors and managers.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in computer science, information systems, data processing, or a related field and three (3) years of responsible experience in information technology systems analysis and software application development.

Licenses and Certifications:

- Possession of a valid driver's license with satisfactory driving record.
- Possession of, or ability to obtain, a LEADS certificate.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.