



Information Systems Technician, Police Department

Bargaining Group: PACE
Pay Range: 150
Established: September 2003
Revised Date: April 2020
FLSA STATUS: Non-Exempt

DEFINITION

Under general direction, performs responsible technical duties related to computer hardware and software customer support; maintains telecommunication systems, provides customer support services including training; provide project support for new and modified systems; install and configure desktop computers and related peripheral equipment; and performs related work as required. The candidate will have excellent analytical and problem solving skills when it comes to technical issues as well as the ability to provide stellar customer service.

EQUIPMENT, METHODS & GUIDELINES

Uses Federal, State and local codes, policies, procedures and practices. Uses technical manuals, industry publications, user documents and related reference materials.

WORKING CONDITIONS

Predominantly inside work. Work normally performed in an office setting and in public safety vehicles, but may occasionally involve visits out in the field, irregular hours, including nights and weekends. May also include pressure generated by equipment malfunctions, deadlines, and workloads. Work includes periodic exposure to the environment of the computer room.

PHYSICAL DEMANDS

The work emphasizes speech, hearing, and vision (including color vision necessary for accurately interpreting visual displays.) Installation and troubleshooting work involves standing, stooping, crawling, reaching, pushing and pulling. The work also requires the ability to lift objects weighing up to fifty pounds, such as boxes of computer paper, computers, monitors and terminals.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Chief Technology Officer. Also receives day-to-day functional direction from the Chief of Police or his/her designee.

EXAMPLE OF DUTIES

Duties may include, but are not limited to the following:

Install and configure desktop computers, printers, and other desktop peripherals; install and support various software and train customers in the use of hardware and software.

Support and troubleshoot current desktop operating systems; perform basic diagnostic testing; analyze root cause of problem and develop long-term solutions; identify and report network problems to the proper network areas; and perform preventative maintenance as needed.

Create and maintain desktop deployment images.

Deploy and support laptop computers and mobile data terminals in police vehicles, set up and train customers in their use.

Analyze failed equipment and perform repairs or return equipment to vendor; review and test vendor repairs.

Provide technical support in diagnosing and solving problems by phone or remote access; respond to help desk trouble tickets according to urgency and priority levels; log calls into help desk database and use helpdesk software.

Participate in projects related to computer deployment, software and hardware procurement, or hardware consolidation.

Develop documentation and standard operating procedures as they relate to assignment.

Deploy and support communications devices such as smartphones and handheld radios.

Provides training and technical assistance to police department and other city staff.

Monitors day-to-day computer operations and resolves operational problems, ensures that all systems are on-line and functional including troubleshooting and maintaining office equipment including multifunction machines, printers, and scanners.

Assists in budget preparation by submitting budgetary recommendations and anticipating future needs.

Coordinates, supervises, and assists vendors implementing various technical projects at the police department.

Keeps informed regarding developments in computer technology and related software; distributes pertinent information to end users.

Assist the Chief Technology Officer when needed.

Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City staff and the public.

Performs related duties as assigned.

QUALIFICATIONS**Knowledge of:**

Principles and practices of information technology.
Personal computers, including hardware/software and related peripheral equipment.
Best Information Technology security practices
Active Directory structure and functions.
Microsoft Windows operating systems.
Servers, server operations, and operating systems.
Networking and telecommunications principles and concepts.
Modern office equipment and procedures.
Customer service principles.

Ability to:

Troubleshoot, analyze and resolve computer and network hardware and software problems.
Conceptualize user information needs and problems; understand departmental operations and identify improvements to enhance productivity.
Set priorities and meet critical deadlines.
Communicate effectively, orally and in writing; convey technical concepts to non-technical users.
Establish effective working relationships in coordinating computer activities and resolving problems.
Work independently with occasional supervision.
Train and instruct users as needed.
Maintain confidentiality as necessary.
Work weekends or evenings, as required.

EXPERIENCE AND EDUCATION:

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

Experience:

Five years of progressively responsible employment in computer operations, troubleshooting and repair. Experience with networking and computers is essential. Experience supporting a public safety department is highly desirable.

Education:

Completion of an Associate of Arts degree in Computer Science, Information Technology or related field. Completion of an accredited computer training school will be considered in lieu of an Associates of Arts degree.

SPECIAL REQUIREMENTS:

Network certification is highly desirable. Possession of a Class C California Driver's License and ability to maintain a good driving record. The ability to pass an extensive pre-employment background check including a polygraph examination is required.