

Reports to:
Pay grade: 107

FLSA: Non exempt

POLICE INFORMATION TECHNOLOGY SYSTEMS TECHNICIAN

NATURE OF WORK

Serves the public with professional and technical work involving design, development, installation, support, analysis and maintenance of complex computer applications in a networked environment that includes multiple servers serving PCs at the Police Department and numerous remote locations.

DISTINGUISHING FEATURES

Work involves consulting with and advising staff on assigned computer applications as well as other software. Analyzes, develops, administers and maintains assigned systems. Acts as primary information technology (IT) contact and support for assigned applications. Provides support to PC users. Analyzes computer systems, applications, processes and related information services needs of the Department.

ESSENTIAL FUNCTIONS *(These essential duties are only illustrative.)*

Analyzes, designs, modifies, updates, makes corrections in, and installs complex computer applications, programs, products, initial and new releases; uses analytical and computational techniques and methodology for problem solutions; provides technical direction and assistance in the resolution of complex problems.

Consults and advises on design, installation, and maintenance of department programs, communication systems, imaging hardware and software, and wide area and local area networks including network operating systems, protocols, servers, and workstations; conducts related research; assists with installation and maintenance of hardware and software.

Troubleshoots software problems; analyzes application, operating system and network software to determine the problem and solution; initiates resolution of user problems; consults with vendors and technical support; researches technical manuals and industry publications; modifies configuration as needed; coordinates troubleshooting of hardware problems and solutions with other IS staff.

Participates in development and/or purchase of new software and hardware systems, evaluation of standards for PC based software based on needs, costs, and other factors; analyzes work systems or processes; determines feasibility of IT solutions; prepares detailed documentation; tests programs; detects and implements solutions to program problems; coordinates implementation of systems with users and with other systems; analyzes modifications needed and makes changes.

Provides PC and network based application software support for users; installs of application software; assists users in the use of applications, printers and other computer related equipment; responds to requests for information and assistance from users.

Recommends vendors; coordinates work with vendors, contractors, consultants and other agencies; advises and coordinates with IT staff and other City department staff and agencies on matters relating to IS needs.

Evaluates and recommends training materials and resources relating to new software.

Assists with the compilation, analysis, and interpretation of data affecting department operations, planning and development and in the preparation of comprehensive reports based upon careful research and study of IT problems.

Analyzes data; prepares special and periodic reports.

Maintains reasonable and predictable attendance.

SUPERVISION RECEIVED

Works under the supervision of the Police Information Management Administrator other administrative superior, who reviews work for the effectiveness of services provided, user satisfaction, and results achieved. All work is conducted in close coordination with the Police and I.S. Departments.

SUPERVISION EXERCISED

Supervision is not a responsibility of this class.

WORKING CONDITIONS & PHYSICAL DEMANDS

Work is essentially sedentary with occasional walking, standing, and bending. Some travel may be required including attending training workshops, product demonstrations, etc. Work exposes the incumbent to a number of time-sensitive technical issues that require immediate resolution. Computer work requires manual dexterity. Installation or presentation work requires occasional lifting of computer units, monitors, printers and related equipment up to 50 pounds. Overtime and flexible hours will be required due to emergencies and system maintenance. Will carry phone in order to support 24-hour / 7-day operation.

SUCCESS FACTORS (KSAs)

Knowledge of the principles and practices of systems analysis and design, multi-platform computer languages, computer and network operating systems, installation, configuration, programming, maintenance and support.

Knowledge of application software including Crystal Reports, Microsoft SSRS, and other various versions of common office software, such as Microsoft products.

Knowledge of Police Records Report Process.

Knowledge of the uses, capabilities and requirements of computer systems, the technology of computer equipment design and construction and multi-platform computer operating environment software uses.

Knowledge of application software including various versions of common third party office software.

Knowledge of recent developments in the field of information technology.

Knowledge of laws and ordinances affecting information technology, cable and other telecommunications systems.

Ability to communicate effectively, both orally and in writing and to translate technical terminology in terms understandable to non-technical employees.

Ability to work effectively in a team environment, where communication and teamwork are critical to the success of the ~~Information Services~~ Department and City.

Ability to maintain a customer-central focus.

Ability to understand and maintain confidentiality.

Ability to use modern office methods, techniques and equipment.

Ability to analyze, evaluate, troubleshoot and resolve complex system hardware, software or networking related problems.

Ability to plan and conduct hardware, software and network testing and evaluate programs.

Ability to plan and coordinate the deployment of new technology and resolve technical problems.

Skill in testing programs or applications and taking the users' perspective.

Skill in using a computer and related equipment.

Ability to learn specialized software including NIBRS-UCR, and LEADS.
Skills in presenting to large and small groups of people.

EDUCATION, TRAINING & EXPERIENCE

Possession of an Associate's Degree in computer science, information systems or in a related field of computer technology, and two years of experience in systems analysis, networks, applications design, development, maintenance, and support. Any satisfactory equivalent combination of experience and training, which ensures the ability to perform the work, may be substituted for the required experience.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Illinois driver's license.

Residency requirement: Classified employees hired after January 1, 1984 may live anywhere in Winnebago County or anywhere within an area fifteen (15) miles from the Public Safety Building within six (6) months of their date of completion of probation. Employees hired prior to January 1, 1984 shall be subject to their conditions of employment in effect at that time.