Job Description
Police IT Administrator
Pay Grade: G08

Employment Status: Full-Time
FLSA Status: Non-exempt
Experience Required: Six (6) months of system administration or network administration experience in computer operation. Directly related work experience may be substituted for the formal education requirement on a year-for-year basis.
Minimum Education Requirements: Associate degree or Vocational Training in Computer Science, Information Technology, or a related field. High School graduation or G.E.D. and 2 years work experience is equivalent in place of a 2-year degree.
Department: Information Technology
Direct Supervisor: Information Technology Director
Supervisory Responsibility: Direct (x); Indirect (x)
Primary Work Location: Works inside in an office setting. Police Department.
Certification: Valid State of Florida driver's license. CJIS/LASO/NCIC/FCIC certification within 30 days of hire. System administration and IT certifications in network related fields are a plus.

Job Summary: Provides technical assistance and support related to computer systems. Administers the CAD (Computer-Aided Dispatch), RMS (Record Management System) and office application systems. This position responds to queries, runs diagnostic programs, and isolates problems to resolve software, application, and computer or network hardware issues in the Police Department.

Essential Job Functions
An employee in this position may be called upon to do any or all the following essential duties:

- Maintain required technical standards set forth by NIST CSF2, CJIS Security Policy, PII and other applicable compliance standards.
- Respond to the needs and requests from users that utilize Tyler Technology Public Safety applications, and various Microsoft Windows-based software applications.
- Troubleshoot software issues by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.
- Monitor and respond to alerts accordingly including assisting in troubleshooting problems in operations after hours, on weekends, holidays, or after natural disasters as needed.
- Use an IT ticketing system, be responsible for receiving and tracking trouble tickets and requests, assign them to a technical specialist (could be themselves or someone else) for action and ensures that their tickets are resolved.
- Install, update, upgrade, and configure software applications on workstations, servers, and mobile devices.
- Recommend, review, install, and support new software applications. Obtain approval from the IT Director for all recommendations.
- Maintain and troubleshoot operational settings for RMS.
- Serve as the liaison between the department and the RMS vendor for issues and updates.
- Ensure proper coordination of user management in multiple systems
- Verify end users understand and follow security protocols, escalate problems when detected.
- Continuously maintain a list of assets with their location, status, function, and age. Perform regular audits to confirm that the devices are where they're expected.

- Provision cellular devices and mobile and connections in DNS and MDM systems as needed.
- Operate/Adjust IVR settings and call flow configurations as needed.
- Answer help desk telephone, greet walk-ins, and respond to requests for assistance, prioritizing as needed and meeting required SLAs.
- Perform other job duties as assigned.

Knowledge, Skills, and Abilities (KSA's) for Position

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge
- Modern office methods, practices, and equipment.
- Standard business English with accurate grammar, spelling, punctuation, and sentence structure.
- Business correspondence formats; record keeping and filing system methods.
- Advanced uses of word processing, graphics, spreadsheets, database, and other applicable computer software applications.
- Microsoft Windows 10 Pro./11 Pro.
- Tyler Technology public safety applications.
- Familiar with service desk ticketing systems.
- City's functions, policies, and procedures.

Skills
- Strong written and oral communications and relational skills.
- Public relations and customer service.
- Follow and relay complex oral and written instructions, policies, and procedures.
- Basic math skills for budget and other financial calculations.
- Operate a variety of office equipment, including computer terminal, printer, word processor, computer, calculator, copy machine, cash register, scanner, and fax machine.

Abilities
- Create and maintain documentation.
- Recommend improvements to enhance efficiencies.
- Respond to after-hours emergency events as needed.
- Troubleshoot and resolve system problems.
- Think logically to prepare requests to retrieve information from the system.
- Instruct others in computer and software use.
- Diagnose software, and other system failures.
- Configure and maintain wired and wireless networks.
- Understand and follow moderately complex instructions.
- Learn new methods, procedures, and operations.
- Make arithmetic computations and tabulations accurately and with reasonable speed.
- Access, input, and retrieve information from a computer.
- Learn assigned clerical tasks readily and to adhere to prescribed routines.
- Handle multiple tasks and work independently with minimal supervision.
- Effectively deal with the public.

- Establish and maintain effective working relationships with other employees, the general public, and other agencies.

Physical Demands

The work is light work which requires exerting up 50 pounds of force occasionally, and/or up to 10 pounds of force to move objects. The following physical abilities are required:

o Crawling: Moving about on hands and knees or hands and feet.
o Crouching: Bending the body downward and forward by bending leg and spine.
o Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
o Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
o Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
o Grasping: Applying pressure to an object with the fingers and palm.
o Handling: Picking, holding, or otherwise working, primarily with the whole hand.
o Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
o Hearing 2: Ability to receive detailed information through oral communication, and to make the discrimination in sound.
o Kneeling: Bending legs at knee to come to a rest on knee or knees.
o Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
o Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
o Pulling: Using upper extremities to exert force in order to draw haul or tug objects in a sustained motion.
o Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
o Reaching: Extending hand(s) and arm(s) in any direction.
o Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
o Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
o Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
o Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
o Talking 2: Shouting in order to be heard above ambient noise level.
o Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
o Visual Acuity 2: Including color, depth perception, and field vision.

- o Visual Acuity 3: Visual Acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.
- o Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.

☐ I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:
_____
_____
_____

_____   _____
Employee Signature   Date

_____   _____
Supervisor Signature   Date

_____   _____
Human Resources   Date