CLASS T362

POSN #15003

UPDATED 12/20

POLICE TECHNOLOGY COORDINATOR & HELP DESK MANAGER

Administrative Services Department

Information Technology

(Grade 12)

**Definition:**

Assists the Director with professional, administrative and highly technical work in connection with the planning, management, budgeting, purchasing, programming, system maintenance, coordination and development of the BPD’s multi-tiered information systems environment. Plans, analyzes, and recommends overall business process improvements to the Director. Assists the Director in maintaining all aspects of the Information Systems. All other related work as required.

Provides support work and training in information systems and computer operations. Provides technical support to approximately of 170 users throughout the police department; trains users in the use of software; provides troubleshooting and problem solving services as requested; and all other related work as required.

**Supervision:**

Reports directly to the Information Systems Director, who will provide work assignments and priorities.

Assists the Director in providing daily oversight of the police IT infrastructure and associated programs, projects and activities. Exercises substantial independent judgment and initiative.

Assumes the role of Director in the absence of same. ,

Refers all questionable and/or unresolved help desk cases to the Director and keeps him/her advised of status on help desk requests.

**Job Environment:**

Work is conducted in a typical office, which provides for stringent climate control conditions for the computer systems that are housed in the IS Office. Work also involves technology setups in police vehicles under varying weather conditions and work in small places.

Police operations are a 24/7/365 function and certain systems must be operational at all times. If needed, incumbent is required to be available to work outside the normal business hours, at night, or on weekends to resolve urgent IS-related issues and to perform system tunings and other services when employees are not using their department computer.

Operatesand troubleshoots varied computer systems, operating systems, utilities, applications, computer peripherals, systems components, network and diagnostic equipment, computer room equipment, utilities, application development tools, a wide variety of telecommunications devices and other technological devices.

Is exposed to energized computers, networks and devices requiring appropriate precautions; occasionally may work in confined and cramped spaces; daily exposure to computer machine noise; frequently lifts objects weighing in excess of 60 pounds, may lift heavier objects with assistance.

Contacts involve a broad spectrum of people.

Has access to BPD confidential and highly sensitive information.

Errors in judgment and actions may result in lost productivity, the misuse of financial and other resources and otherwise cause significant, long term negative impacts upon the BPD and its operations. Errors in judgment could result in adverse legal actions and impose substantial expense recovering from errors.

**Essential Functions:**

*(The functions or duties listed below are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Assists the Director in managing a diverse, multi-tiered information systems organization; assists in developing software and hardware approaches to meet short and long term requirements of a multi-functional law enforcement organization; to effectively manage the definition, design, programming, testing, and implementation of an integrated information systems approach.

Assisting the Director of Information Systems, helps develop, prepare, implement and maintain the BPD’s IT master plan i.e., its purposes and objectives; adopted hardware, communications and software standards; application acquisition and development methodologies and tools; provides for the connectivity and integration of systems and/or subsystems throughout the entire organization, planned and deployed applications, operating and security requirements, training needs, priorities for systems maintenance and new implementations.

Assists the Director in reviews of all application development methodologies, tools, environments, system designs, prototypes, implementation, and maintenance plans.

Assists the Director in monitoring the multi-tiered and telecommunication information systems’ performance; provides for the maintenance of all systems and resolves problems.

Provides input to the Director in the preparation, justification, presentation, management, and administration of the capital and operating budgets; may in the preparation of data for grant applications.

Assists the Director in the preparation and implementation of disaster recovery plans and provides for the protection of all BPD information systems and data.

Responds to questions from users throughout the BPD to resolve software/hardware questions and problems. Travels to various departments to adequately assess and address the problems. Educates users in techniques to be used to resolve particular problems. Develops and improves programs for individual users to enable them to more efficiently utilize their computers. Make referrals on highly technical situations to the appropriate professional.

Provides training, technical support and assistance to approximately 170 users on BPD software and applications.

Responds to questions, in a timely manner, from users throughout the BPD to resolve software/hardware questions and problems that inhibit their ability to complete work or perform their job function. Educates users in techniques to be used to resolve particular and repetitive computer-related problems. Develops and improves programs and seeks training options for individual users or for large groups to enable them to more efficiently utilize their computers and become more technologically independent.

Performs similar or related work as required or as situation dictates.

**Recommended Minimum Qualifications:**

**Education and Experience:**

Bachelor’s degree in computer science or a related field; and five-year’s experience in managing diverse multi-tiered information systems, application development and systems conversion projects and information systems planning; or any equivalent combination of training and experience. Two or more years of municipal government IS experience is highly desirable.

**Knowledge, Ability And Skill:**

*Knowledge:* Must have and maintain a thorough knowledge of multi-tiered information systems, technologies and standards generally and as used by the Town and BPD, related architectures, standards, training requirements, implementation practices and use; must develop and maintain a good working knowledge of the BPD’s organizations, their operations, procedures, information requirements and interdependencies. Must have a working knowledge of geographic information systems, related technologies, and functions; how they are used to produce and present information and assist in municipal decision making and operations. A strong knowledge of computer systems and application development methodologies and tools is required. Must have a full understanding of networking concepts, Ethernet, TCP/IP, IPX/SPX, Netbios, NetBEUI protocols, Routers, Bridges, Switched technology etc.

Knowledge of computer software programs that are utilized at the police department by sworn and support staff including word processing, database, spreadsheet, scheduling, and email.

*Ability:* Must have the proven technical ability to build, configure, install and maintain servers, server operating systems including, but not limited to UNIX, Windows, and Novell. Requires a thorough knowledge of department practices and be able to clearly explain IT issues, their ramifications and implementation status to others, particularly non-technical people. Must be able to effectively analyze situations, make decisions and follow through with plans and directives. Must be able to work under pressure.

In the help desk role, must have a strong ability to deal with employees effectively in a patient manner. Ability to learn new applications quickly, diagnose routine problems, and teach users to increase their self-sufficiency. Ability to determine the type of technical expertise required to address a problem and to be able to identify when the problem needs to go to a higher level of expertise.

*Skill*: Must be skilled in preparing and implementing cohesive and practical information systems plans; communicating effectively orally, in presentations and in writing. Must have excellent diagnostic and troubleshooting skills. Must have the skill to logically work through complex situations.

**Physical Requirements:**

The work is primarily of an intellectual nature; is frequently required to walk, stand, sit, talk, and hear; use hands and arms to reach, lift and to control devices such as a keyboard, peripherals and in connecting systems components in small spaces; frequently lifts objects weighing in excess of 60 pounds, may lift heavier objects with assistance; vision must be able to adjust focus for performing close work for extended periods, working with a computer screen or when making group presentations; must have the intellectual and mental acuity to perform conceptual and detailed technical work under pressure.