



JOB DESCRIPTION

JOB TITLE: Computer Systems Specialist

JOB CODE: 1645

DEPARTMENT: Technology Services/Information Technology

FLSA STATUS: Non-Exempt

REPORTS TO: Information Technology Division Manager

SUMMARY OF JOB PURPOSE

Provides special and diversified technical expertise and support in the planning, management, installation, maintenance, and/or modification of Law Enforcement, Emergency Management, and Public Safety Computer Aided Dispatch software applications.

ESSENTIAL FUNCTIONS

1. Provides the technical support required to maintain the existing public safety technology environment, which includes the following systems: RS/6000-AIX, PC-based Windows/XP and/or Windows/7 systems, Windows Server 2003 and 2008, technical support includes Operating System (OS) support, performance tuning, system enhancements, capacity planning, disaster recovery, and system security; ensures the integrity of the networks and databases.
2. Provides technical support for the Spillman Technologies Public Safety Records Management, Jail Management and CAD Software. Provides support for MCTs, MDTs, and other related public safety applications; monitors system performance, analyzes, tests, and implements enhancements to software programs supporting the needs of agency, clients, and employees; recommends and develops enhancements and required changes to optimize system utilization; develops and maintains proper system documentation, including system reference tables.
3. Performs problem solving activities for both software and hardware systems; defines problems and effects corrective action to restore to desired operating levels; documents system and/or programming actions from initial design through ongoing maintenance and problem resolution as needed; processes system incident reports from users by recording, reviewing, and resolving, or forwarding to other technical staff for resolution. Makes decisions on routine to moderately complex issues, within existing guidelines, policies and procedures and latitude to determine methods to accomplish results.
4. Networks 911 Emergency Services Department and Sheriff's Department PC's and laptops to Spillman and other department and County servers; replaces failed components and installs software as it relates to the Spillman server; performs general laptop, desktop, server, and wireless equipment maintenance and assures proper system interface; works with I.T. Division in networking any equipment to servers.
5. Assists with the design, installation, maintenance, and troubleshooting of the County's existing local area network (LAN), wide-area network (WAN), network segments, and Internet/Intranet systems, including IP plan and addresses for application-related hardware.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities, and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



JOB DESCRIPTION

Computer Systems Specialist

6. Trains users and other peers in the use of the Spillman Technologies public safety software programs and systems and provides ongoing technical support to ensure users maintain appropriate skills; may be responsible for developing and maintaining training documentation.
7. Builds and maintains crime trend and analysis databases utilizing a number of software programs and technologies and facilitates the exchange of database information with crime mapping and other related analytical software packages.
8. Provides server backup and archival, system & network monitoring/reporting and scheduled job processing/report distribution.
9. Attends various administrative, task force, user group, or advisory meetings; participates in problem solving activities and negotiations; attends seminars, classes, and other technical oriented meetings; works with technical manuals to solve problems and remain current with new skills.
10. Provides on-call support for critical computer applications, problems, and issues.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Associate's Degree or equivalent in Computer Science, Information Technology, or related field and three (3) years application experience in a mid-level computer network environment or Public Safety Computer Aided Dispatch Support Center (CAD); or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job. Knowledge and experience in Spillman Technologies public safety software extremely desirable.

LANGUAGE SKILLS

Ability to read, analyze, and interpret hardware and software technical journals; respond to common inquiries or complaints from clients, including employees, vendors, and/or management; strong verbal and written communication skills; ability to effectively present information to management, public groups, and Board of County Commissioners.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, logarithms, and geometry; ability to calculate figures such as proportions, area, circumference, and volume.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities, and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.



JOB DESCRIPTION

Computer Systems Specialist

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions in mathematical or diagram form; apply common sense understanding to carry out instructions furnished in written, oral, or diagram form and deal with several abstract and concrete variables.

OTHER KNOWLEDGE, SKILLS, & ABILITIES

Knowledgeable with installation, configuration, and maintaining networking equipment, including firewalls, routers, switches, hubs, and WAN connectivity devices; knowledge of Spillman Technologies CAD/RMS software; AIX Unix, Windows operating systems, network security, and troubleshooting techniques; knowledge of documentation requirements and skill in technical writing; ability to perform a variety of information technology support tasks, contribute effectively to the accomplishment of team or work unit goals and objectives, observe discretion in dealing with confidential issues, work cooperatively with other departments and outside agencies, and establish, maintain, and foster positive and professional working relationships with those contacted in the course of work; ability to organize and maintain accurate files and records; proficiency in system analysis and system implementation; ability to work independently.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License with an acceptable driving record; CCNA Certification desirable.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and drive; use hands to finger, handle, or feel; reach with hands and arms; talk and hear. The employee occasionally is required to climb, balance and stoop, kneel, crouch, or crawl and must frequently lift and/or carry up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORKING ENVIRONMENT

Work is performed primarily in an office setting where the noise level is usually quiet.

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

PRINT NAME: _____

SIGNATURE: _____ **DATE:** _____

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities, and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.