| | | | | | |
|---|---|---|---|---|---|
| **Name:** | | **Department:** | Sheriff's Office | | |
| **Position Title:** | Law Enforcement IT Analyst | **Pay Grade:** | 8B | **FLSA:** | Non-exempt |
| **Date:** | July 2024 | **Reports To:** | Patrol Captain | | |

## Purpose of Position

The purpose of this position is to support the Information Technology (IT) needs of the Sheriff's Office and Watertown Police Department. This includes installing, testing, troubleshooting, repairing, and maintaining microcomputers, virtual equipment, networks, data communications, and related equipment. The position also provides technical assistance and training to users, ensuring the effective operation of all technology systems within these agencies.

## Essential Duties and Responsibilities

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Administers, configures, and maintains support for various software and hardware systems, including Computer Aided Dispatch (CAD), Mobile Data Computers (MDC), Records Management System (RMS), and squad/body cameras, with an in-depth knowledge of Computer Information System (CIS) records management system.
- Implements and develops best practices for records management, computer-aided dispatch, traffic accidents and citations, mobile data, and audio/video recording systems. Establishes user profiles, environments, and security for network applications.
- Maintains accurate file databases for CAD, oversees the E911 address verification process, and develops public safety data reports.
- Provides technical support and training to users, troubleshooting and resolving hardware/software issues.
- Coordinates E911 Dispatch services, monitors, and manages radio systems, and supervises vendor maintenance work.
- Manages purchasing and asset control for radio, electronic, and technology equipment. Assists with budget development and management.
- Acts as a liaison between radio system subscribers and various agencies. Establishes and maintains relationships with officials from other counties and agencies.
- Installs and upgrades various network clients, PCs, servers, printers, phones, tablets, and other network hardware/software components. Troubleshoots to isolate, diagnose, and correct common computer, computer equipment, applications, and network issues.
- Maintains detailed records of radio infrastructure, subscriber units, and FCC licensing.
- Configures Microsoft Active Directory groups and maintains network printing, shared file services, and security settings.
- Provides end users with technical support, resolving hardware and software issues, and coordinates with MIS on managing and configuring various technology devices. Records and documents all support requests and actions taken and assists with maintaining structured wiring for network connectivity.
- Demonstrates dependable attendance.
- Complies with County HIPAA Policies and Procedures.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or as may develop.

**Additional Tasks and Responsibilities**
**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

- Monitors and implements cybersecurity measures to protect sensitive data and systems from threats. Conducts regular security audits and provides recommendations for improvements.
- Develops and maintains disaster recovery plans to ensure continuity of IT services in the event of an emergency. Conducts regular testing of disaster recovery plans and updates them as necessary.

**Minimum Training and Experience Required to Perform Essential Job Functions**

- An Associate's degree in Information Systems, Computer Science or a closely related field, and
- One to two (1 – 2) years related experience in PC hardware and software installation and troubleshooting in a network environment.
- Any combination of education and experience that provides equivalent knowledge, skills and responsibilities.

**Preferred Training and Experience Required to Perform Essential Job Functions**

- A Bachelor's Degree in Information Systems, Computer Science or a closely related field years related experience or training.
- Three (3) years related experience in PC hardware and software installation and troubleshooting in a network environment, or combination of education and experience that provides equivalent knowledge, skills, and responsibilities.

**Other Requirements – Certificates/Licensures**

- A+ Certification and prior experience in a public sector setting, preferably with a county or municipality
- Valid driver's license.
- Must be able to pass an FBI criminal background check and a financial background check.

**Knowledge, Skills, Abilities**

- Knowledge of administrative practices and procedures; business English, spelling, grammar; operation of office equipment; word processing, databases, scanning, presentation, and spreadsheet software.
- Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Knowledge of current software, hardware, and applications including CIS, Citrix, Office, Java.
- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of industry standard network, server, applications, and database platforms.
- Knowledge of industry standard and emerging network, server, applications, and database platforms.
- Knowledge of cybersecurity principles and practices.
- Knowledge of disaster recovery and business continuity planning.
- Skill at prioritizing workload, developing action plans and meeting deadlines.
- Skill in applying mathematical principles to problem-solving and financial calculations.
- Skill in project management, including planning, execution, and evaluation of IT projects.
- Skill in vendor management, including negotiation and contract management.
- Ability to apply common sense understanding, to carry out instructions furnished in written, oral, or diagram form.

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to reliably and predictably carry out one's duties.
- Ability to speak effectively before groups of customers or employees of organizations.
- Ability to write routine reports and correspondence.
- Ability to assess customer needs, meet quality standards, and evaluate customer satisfaction.
- Ability to think critically and analytically to troubleshoot and resolve complex IT issues.
- Ability to adapt to changing technology and learn new systems and applications quickly.
- Ability to work independently and as part of a team.

**Supervision**
- None.

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

- While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear.
- The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does generally occur, but may occur when lifting boxes, books or paper.
- Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

**Work Environment.  The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.**

- While performing the duties of this position, the employee is not regularly exposed to adverse conditions.
- The noise level in the work environment is usually moderate.
- This position requires traveling throughout the County.

*Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

*I have read and understand the duties of this job description and, by signing below; I agree that I can perform the duties of this position with or without reasonable accommodation.*

Employee                                                              Date

_____                    _____

Supervisor                                                            Date

_____                    _____