

Job Title:	Public Safety Information Technology Specialist	Position Type:	Full Time / Non-Exempt
Division:	Information Technology	Department:	Public Safety

Description of Work

ROLE AND RESPONSIBILITIES

General Definition: This position encompasses various areas of Information Technology primarily for the Public Safety Department. Analyzes and troubleshoots various LAN/WAN topologies to ensure high availability and connectivity. Maintains the city firewall and virus software and policies. Provides excellent internal and external customer service in a timely, effective and professional manner.

Supervision Received: General Supervision of the Public Safety Director and Direct Supervision under City Manager.

Supervision Exercised: None

Examples of Duties: Performs general configuration, administration, design, and implementation of the LAN/WAN environment. Installs, updates, repairs Public Safety digital equipment in conjunction with the Public Safety Captain. Installs and tests network hardware and software and performs routine maintenance and applies vendor updates to software. Ensures the security of the network is not compromised. Works with department and vendors on specific projects and providing technical support. Adheres to departmental, personnel, and safety policies and procedures. Must be able to respond to emergency callbacks as necessary and may have to work flexible hours when necessary, including evenings and weekends. Conducts product evaluations of upgraded or new hardware and software to identify strengths, weaknesses, and potential benefits to the city. Maintains the city operating system, client/server software, and security software utilized on the network. Add/remove users within the city's active directory, including email set up, etc., and establishment of rights and privileges. Educates users on new or less frequently used features of existing products. Provide support to other department I.T. Specialists within the City when requested for support.

MINIMUM QUALIFICATIONS

Knowledge: Knowledge of network facilities and data processing techniques of personal computer hardware and software, network operating systems and security software, and of performance monitoring and capacity management tools.

Skills: Skill in verbal and written communication, troubleshooting and repairing IT related hardware and software, and in translating technical and industry terms into non-technical language. Strong organizational skills and attention to detail. Experience and advanced knowledge using: TCP/IP, WAN, LAN, CISCO, Microsoft, and AS400. Knowledge of: Windows 2019/2012, SQL, VMWare, SAN, and Exchange; TrendMicro or other library-based data protection systems; Microsoft Visio, Microsoft Office, Adobe Indesign; Exchange server 2003/2010; LAN/WAN networking (Microsoft, Cisco); LAN/WAN management software (Orion, SCOM, NetFlow); SAN; Apple and Android Phone Software setup; BS/CS or equivalent experience.

Abilities: Responsibility for system security planning, developing, and implementing security policies. Ensures compliance of IT Security Policies and evaluates information systems security. Ability to learn City's Information Systems and implement upgrades and troubleshooting with various vendors. Ability to maintain City's website

and Social Media venues. Ability to recognize, analyze, and resolve network problems, to train others and oversee the work of others. Ability to work in a team environment, as well as to recognize technical limitations and seek competent assistance when needed. Ability to move computer equipment. Ability to work more than 8-5, M-F. Ability to comprehend and retain city and state policies and legislation, i.e. city ordinances, procedure manuals, Code of Ordinance, and office procedures. Physical abilities: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, hearing/listening, performing repetitive motions with or without reasonable accommodations. The ability to lift and carry up to 50 pounds. Work environment may include inclement weather and or dirty environment.

Abilities Plus: Two or more years of server and LAN/WAN experience; distribution of software and OS patches/updates; understanding of TCP/IP, NetBIOS, and other network protocols; ability to manage multiple, competing priorities and projects; excellent troubleshooting and problem resolution skills; practical knowledge of backup and disaster recovery methods and products; ability to ensure successful implementation and maintenance of the defined standards.

EDUCATION/EXPERIENCE

Bachelor’s degree in Computer Science, Information Technology or equivalent major is desired, but not required.

A minimum of two (2) years working as a Systems Administrator.

Any work-related experience resulting in acceptable proficiency levels in the above required knowledge, skills, and abilities is an acceptable substitute for the above specified education and experience requirements.

Licenses and Certificates: Texas Class C driver’s license and driving history acceptable to the City.

THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED AND ARE NOT INTENDED TO BE AN EXHAUSTIVE LIST OF ALL RESPONSIBILITIES, DUTIES, AND SKILL WHICH MAY BE REQUIRED. ALL EMPLOYEES ARE EXPECTED TO PERFORM TASKS AS ASSIGNED BY SUPERVISOR.

Job Description:	IT Specialist / Public Safety	Revised:	August 27, 2024
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Employee Signature

Date