

INFORMATION SERVICES AND RECORDS MANAGEMENT SPECIALIST (POLICE DEPARTMENT)

DISTINGUISHING FEATURES OF THE CLASS: This is specialized technical work involving responsibility for overseeing and participating in the operation of computer systems in a Police Department. The incumbent will also be responsible for troubleshooting hardware and software issues, training users and overseeing the maintenance, transmittal and discharge of a variety of law-enforcement related documents and information. The work is performed under the direction of a Police Sergeant and supervision is provided to clerical staff involved in the processing and maintenance of police records. Does related work as required.

TYPICAL WORK ACTIVITIES:

Oversees and participates in the implementation of operating, workflow and verification procedures for various computer systems (e.g. police records management system, Rockland County Police Information Network, traffic and criminal software, eJustice, etc.) used in the Police Department; Acts as liaison with software providers to coordinate and develop computer system-related activities and functions and resolve problems;

Ensures the secure digital transmission of data to and from other local, state and federal criminal justice agencies;

Coordinates, tests and troubleshoots system installations and upgrades, including software and hardware;

Develops and conducts training programs for users which includes establishing priorities, scheduling and conducting sessions, as well as providing technical support;

Trains police personnel to use job specific programs;

Meets with department staff to coordinate the planning and purchase new equipment, to discuss changes, additions or deletions to operating procedures and to provide support in the implementation of new operating procedures;

Responds to information requests from the public and keeps track of all fees received;

Supervises the activities of staff engaged in the operation of records management systems;

Makes changes to police-related information as required;

May implement new computer programs, software applications, hardware installation and other police record functions.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of police records management database software and hardware; good knowledge of law enforcement forms, documents and related terminology; good knowledge of office operations, procedures and equipment; ability to program, upgrade, and customize databases to user defined needs; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with others; ability to train equipment users; ability to operate, maintain and install police records management equipment, software and hardware; ability to plan and coordinate the work of others; ability to understand and interpret computer manuals and other written material.

MINIMUM QUALIFICATIONS: A Bachelor's degree or higher in Computer Science, Management Information Systems, or related field, and three (3) years of paid work experience which involved hands-on application, development or operation of computer programs as a major function* of the work.

(over)

NOTES: An Associate's degree that included or was supplemented by thirty (30) college credit hours in computer science or related curriculum and five (5) years of paid work experience which involved hands-on application, development or operation of computer programs as a major function* of the work.

*Major function of the work shall mean more than 50%.