

## **INFORMATION SERVICES SPECIALIST II (POLICE DEPARTMENT)**

**DISTINGUISHING FEATURES OF THE CLASS:** This is technical work of a moderately complex nature which involves coordinating and overseeing the installation of a variety of equipment in a networked system in a Police Department including personal computers, laptops, office information systems hardware, mobile units and related peripheral equipment. The work is performed under the direct supervision of the Police Chief. Work direction is exercised over lower-level information technology employees. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Plans, coordinates and implements the purchase and installation of equipment used in a networked system such as desktop and laptop personal computers, office information systems hardware, mobile units and related peripherals such as computer monitors, printers, CD-ROM drives, scanners, etc.;

Maintains training and procedure manuals for appropriate personnel;

Performs maintenance, installation and programming on a wide variety of computer-based network servers, gateways, firewalls, switches, access control, video surveillance, hubs, mobile data terminals, radio modems and telecommunication equipment within the police department;

Coordinates and supervises the installation, administration and preventative maintenance activities for the police computer-aided dispatch justice court assistant and records management software products;

Maintains and administers the AS/400 mid-range system as well as the Novell and Windows NT wide-area and local police networks;

Determines usage needs and provides methods to improve services as needed;

Oversees the use of email and website services by in-house and technical support staff;

Prepares and reviews complex technical bid specifications relating to computer-aided dispatch, telecommunications, access control and other computer-based hardware and software products;

Develops and schedules training programs and provides support services to police personnel on the proper use of job-specific programs;

Coordinates and supervises the installation of secured data telephone circuits and related digital equipment (cable modems, hubs, switches, etc.) and other state of the art technologies for remote and local police activities.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good operational knowledge of electronic data processing systems, principles, techniques and methods of application to include integrated word processors and computers; ability to adapt software and design the application of software to user's needs; ability to train equipment users; ability to install and troubleshoot equipment; ability to reason logically; ability to formulate, transmit, understand and carry out complex oral and written instructions; ability to present ideas clearly and logically, both orally and in writing; ability to direct the work of others; ability to maintain a secure confidential automated system which protects the criminal and other confidential records and statistics used by the staff of the Police Department.

(over)

**MINIMUM QUALIFICATIONS:**

1. Possession of a Bachelor's degree or higher in Computer Science, Management Information Systems or a related field and (1) one year of work experience which involved hands on application, development or operation of computer programs as a major function of the work which required independent judgment and prioritizing in the operation of an integrated information system (data processing, word processing, telecommunications, etc.); or
2. Possession of an Associate's degree in Computer Science, Management Information Systems or a related field and (3) three years of work experience which involved hands on application, development or operation of computer programs as a major function of the work which required independent judgment and prioritizing in the operation of an integrated information system (data processing, word processing, telecommunications, etc.); or
3. Graduation from high school or possession of an equivalency diploma and five (5) years of work experience which involved hands on application, development or operation of computer programs as a major function of the work which required independent judgment and prioritizing in the operation of an integrated information system (data processing, word processing, telecommunications, etc.).