

LAW ENFORCEMENT SYSTEMS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is specialized technical work primarily involving responsibility for providing computer support services for the Rockland County Police Information Network (RCPIN). The work is performed under the supervision of a RCPIN systems administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Performs site visits to police agencies in order to identify and resolve specific problems in the RCPIN system;
Researches and responds to a variety of requests from the RCPIN system users;
Assists in the administration of the RCPIN servers (e.g. checks event logs for errors, ensures that daily backup runs successfully);
Assists in the administration of RCPIN Microsoft Exchange email servers (e.g. checks for anti-virus and Microsoft updates, creates user profiles, maintains email accounts);
Loads and updates computer applications;
Troubleshoots general PC and printer problems;
Attends RCPIN meetings and RCPIN training;
Completes special RCPIN system projects, as assigned.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of computer information systems and computer system support as it pertains to the RCPIN system network*; good knowledge of the RCPIN system network*; good knowledge of network administration as it pertains to the RCPIN system network*; good knowledge of desktop computer systems as it pertains to the RCPIN system network*; good knowledge of e-mail techniques; good knowledge of computer software (e.g. Windows, Word, Excel, Access); working knowledge of AS/400, TCP/IP, LINUX REDHAT; ISERIES AND AS/400 backups; ability to load and install PC-based programs; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

1. An Associate's degree and three (3) years of experience developing, testing and/or maintaining computer systems, network administration and support, and/or software or hardware support; or
2. A Bachelor's degree and one (1) year of experience developing, testing and/or maintaining computer systems, network administration and support, and/or software or hardware support, or
3. Certification as a Systems Engineer or Systems Administrator from a technology school (e.g. Novell, Microsoft) and three (3) years of experience developing, testing and/or maintaining computer systems, network administration and support, and/or software or hardware support or
4. Any equivalent combination of 1. 2. or 3. above.

NOTE: Graduation from high school or possession of an equivalency diploma and additional years of the required experience may be substituted for college or technology certification on a year-for-year basis.

*To be demonstrated during the probationary period.

R.C.D.P. (01.08.2013) 08.05.2015
Competitive