CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Police Department System Specialist** **UNION:231**
SG:5
DEPARTMENT: **Police** **CS:N**
FLSA:N
EEO4CODE:TE

JOB SUMMARY:

The Police Department System Specialist works primarily in application and system management. Assists Police Department employees, other law enforcement agencies and prosecutor agencies by responding to questions and resolving problems related to a variety of department specific desktop computer applications software and provides training on software capabilities. Serves as primary contact for Police specific software vendors. Performs technical evaluation, installation, maintenance, system administration and support for a variety of computer systems. Independently performs professional-level systems administration and consultative support. Provides leadership in researching and identifying appropriate technology solutions for multiple software applications. Draws from expressed needs and solutions of all clients at all levels of the organization. Develops detailed requirements, analysis and recommendations on potential software acquisitions. Implements, configures, and maintains major Police specific systems. Collaborates with network operations to implement solutions for new technology. Researches and recommends best practices relating to Police applications.

SUPERVISORY RELATIONSHIPS:

This position reports directly to the Record's Manager. Works under general supervision and the guidance of City and Departmental policies, procedures, and guidelines. Supervises lower level police technical support staff.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Responsible for support and maintenance of all Police Department specific computer systems, programs and applications that impact critical department operations, functions and services. Performs overall application system administration activities for the Police Department, such as development, installation, upgrades, modifications and data integrity.

2. Incorporates and develops department workflow processes as technology and CJIS policies change for Police specific systems.

3. Maintains a close working relationship with vendors to identify and solve problems with software systems. Troubleshoots problems, makes corrective changes to existing configurations through consultation with vendor. Serves as Law Enforcement subject matter expert working directly with vendor programmers on customizing the Record's Management System (RMS). Researches and develops solutions based on department's quarterly system enhancements

defined by end user suggestions. Attends user meetings with vendors. Also develops programs to download central data to desktop computers.

4. Manages assigned projects; evaluates system requirements; researches and develops information technology system solutions. Responsible for writing requests for information (RFI's) and requests for proposals (RFP's). Reviews bids to ensure that vendors meet minimum requirements, provides an analysis of software systems and leads the software selection process; monitors project performance, prepares and presents project progress reports for department management. Performs cost benefit analysis and technical analysis in conjunction with City ITSD and Purchasing departments. Oversees projects from development to coordination of installation, testing, and training.

5. Monitors and maintains the security of Police Department software systems in compliance with Police Department Policies, Criminal Justice Information System (CJIS) requirements and City ITSD standards. Responsible for incorporating technology policy changes mandated by the FBI and CJIS policy. Serves as technical subject matter expert for the Police Department for Washington State Patrol and FBI triennial audits.

6. Oversees, prioritizes, assigns, monitors and reviews the work of assigned technical support staff responsible for maintenance, troubleshooting, diagnosing, repairing and deploying desktop computers, printers and other peripherals at the Bellingham Police Department.

7. Provides training to employees on features and capabilities of software packages and assists employees with utilizing application software to meet their needs.

8. Analyzes on-going problems with systems and/or software to determine and carry out corrective action to address problems.

9. Manages the mobile CAD environment for the Police department. Configures and maintains trunk based enterprise modem system for remote management and customization for CAD and GPS systems. Design infrastructure for in-car technology with the City shop and provide specifications to outside vendor for installation on new vehicle builds. Configure Mobile Cop application and CAD application to communicate back to network server via VPN encryption tunnel to meet Criminal Justice Information Systems (CJIS) requirements.

10. Stays current with developments and changes in the desktop computer and related hardware and applications software industry. Reviews and tests new hardware and software applications for potential use by the Police Department. Maintains membership in several national and international user groups and attends State and International conferences for new technology

11. Produces a variety of spreadsheets or management reports as requested through the Police department. Writes custom SQL queries to gather statistical data for Public Disclosure and administrative reporting. Performs SQL table changes to the back-end of the RMS creating drop down menu modifications.

12. Manages Police Department technology budget to meet the technology needs at the Police Department. Participates in the development of overall department technology goals and priorities; prepares and presents strategic technology plans.

13. Provides high quality, detailed consultation, technical support and troubleshooting for all Police Department systems. This includes hardware, software, applications and databases: Mobile Data Terminal (MDT), License Plate Recognition, Velocity Access Security, and other SQL server applications. Responds to problems experienced 24/7 in the Public Safety System. Provides instruction on procedures and use of systems software.

14. Serves as main point of contact and coordinates with the City's Information Technology Services Department in planning, designing and implementing application databases, maintaining security and user access. Designs, creates and maintains physical objects including tables, files, libraries and indexes to support department computer applications using database management systems.

15. Prepares and maintains supplemental documentation for software. Performs installation of software upgrades and fixes using System Config Manager.

ADDITIONAL WORK PERFORMED:

1. Performs related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Knowledge and familiarity with design, development, and maintenance of application systems.
- Setup and configuration of computer hardware, software and peripherals.
- Strong knowledge of the Microsoft Windows operating systems.
- Strong knowledge of SQL Server Management Studio.
- Considerable knowledge of software applications and database theory.
- SQL and Access Query Writing
- Considerable knowledge of CAD Systems, Mobile Data Terminal (MDT) software, License Plate Recognition, Velocity Access Security, and other SQL server applications and software.
- Concepts involved in the operation of desktop computers; peripherals, including printers, plotters and modems; data communications and local area networks.
- Working knowledge of programming tools and utilities.
- Functions of City departments, standard City office operations and interdepartmental working relationships.

Skills in:
- Excellent interpersonal skills for establishing and maintaining effective working relationships with City staff, division staff, and local, State and Federal agencies, as well as computer vendors.
- Excellent written communication skills for corresponding with City employees and vendors.
- Good researching, planning, organizing, problem-solving, and time management skills.

Ability to:
- Ability and willingness to develop a comprehensive knowledge of software application packages supported by Police Department including Mobile Data Terminal (MDT) software, License Plate Recognition, Velocity Access Security, and other SQL server applications . Also such programs as: Microsoft Office Suite, AS400, Polygraph, Omnixx.

- Comprehend and resolve the problems experienced by staff using software application programs.
- Use diagnostic tools to troubleshoot software/hardware problems.
- Read and comprehend technical manuals and apply their contents to solving software and hardware problems.
- Work with and interpret needs for a variety of user departments.
- Work independently with minimal supervision.
- Maintain consistent and punctual attendance.
- Ability and willingness to maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with staff.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Edit and review work of others for potential content issues/concerns.
- Physical ability to perform the essential functions of the job, including:
  - Lift and carry approximately 40 pounds;
  - Visual acuity to be able to develop application content to serve visually impaired individuals;
  - Frequently operate a computer and read a computer screen or typewritten page.

WORKING ENVIRONMENT:

Works extensively at a computer workstation and in computer server room. The work performed is in an office environment as well as off-site locations including mobile vehicles. The person in this position moves desktop computers and peripherals from one location to another. Installs computers and peripherals and connects to network system.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Baccalaureate degree in computer science, information systems management, business computer programming, mathematics or related field and:
- Two (2) years of experience supporting desktop computer software and hardware in a multi-site network for a business or municipal environment.
- Two years of experience in providing support and administration for major software systems in a complex environment. Preferred systems may include Police RMS, Mobile technology, Sector, On Line Reporting, ALPR systems, Polygraph system, Body Worn Camera system, 911 Systems Administration, Computer Aided Dispatch (CAD) or GIS mapping.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, background investigation, polygraph examination and fingerprinting. Subject to re-check every five years.
- Valid Washington State driver's license and good driving record. Must submit a three-year driving abstract prior to hire.

PREPARED BY: E. Herschlip
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5/16

REVIEWED BY: _____
Clifford Cook
Chief of Police