CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE:	**Police Technical Support Training Specialist**	**UNION:1937**
		SG:14
CLASS TITLE:	**Technical Support And Training Specialist**	**CS:Y**
		FLSA:Y
DEPARTMENT:	**Police**	**EEO4CODE:TE**

NATURE OF WORK:

The Police Department Technical Support and Training Specialist (TS/TS) provides user support, technical assistance, inventory management and training to employees of the Bellingham Police Department. Troubleshoots, diagnoses and resolves problems with desktop computer hardware, mobile computing devices, operating systems, application software and peripherals. Provides instruction to employees on the capabilities and use of a variety of software applications and assists employees with questions and problems.

ESSENTIAL FUNCTIONS:

1. Provides high quality, detailed consultation, technical support and troubleshooting with an emphasis on customer satisfaction for Police Department systems including on-line reporting, Mobile Data Computer (MDC) software, License Plate Recognition, Computer Aided Dispatch (CAD) software, Body Worn Cameras, and Records Management System (RMS) as well as word processing, spreadsheet, database management, desktop publishing and other software programs.

2. Troubleshoots, diagnoses and repairs desktop computers, mobile computing devices, body worn camera equipment, printers and other peripherals. Uses diagnostic tools to identify hardware problems and initiates repair or sends components to vendor for repair or replacement.

3. Prepares newly acquired desktop computers, mobile computing devices, body worn camera equipment, printers and other peripherals. Handles receipt of product (unpacks and verifies shipment against purchase order); tests equipment; completes software license registrations required; logs products in inventory systems; prepares items for delivery, including loading software; and schedules delivery to end user. Transports and installs equipment.

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

5. Maintains computer equipment located in mobile environment. Coordinates computer updates with 24 hour shift schedule.

7. Stays current with developments and changes in the desktop computer and related hardware and applications software industry. Reviews and tests new hardware and applications software for potential use by the Police department.

ADDITIONAL WORK PERFORMED:

1. Occasionally presents training to Police employees in the use of software application programs and introduction to computer use. Prepares materials and teaches classes to small groups of employees.

2. Performs related duties within the scope of the classification as assigned.

PERFORMANCE REQUIREMENTS:

- Knowledge of setup and configuration of computer hardware, software and peripherals.
- Working knowledge of the Microsoft Windows and UNIX, VMS or LINUX operating systems.
- Considerable knowledge of software applications and database theory.
- Considerable knowledge of CAD Systems, Mobile Data Computer (MDC) software, License Plate Recognition, Velocity Access Security, and other SQL server applications and software.
- Working knowledge of structured programming techniques.
- Good knowledge of the 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.
- Knowledge of the functions of City departments, standard City office operations and interdepartmental working relationships.
- 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 and willingness to develop a comprehensive knowledge of software application packages supported by Police Department including Mobile Data Computer (MDC) software, License Plate Recognition, Velocity Access Security, and other SQL server applications . Also such programs as: Microsoft Office Suite, AS400, ESRI Map Products.
- Ability to comprehend and resolve the problems experienced by staff using software application programs.
- Ability to use diagnostic tools to troubleshoot software/hardware problems.
- Ability to read and comprehend technical manuals and apply their contents to solving software and hardware problems.
- Ability to work with and interpret needs for a variety of user departments.
- Ability to work independently with minimal supervision.

- Ability and willingness to maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with staff.
- Ability to edit/review work of others for potential content issues/concerns.
- Physical ability to perform the essential functions of the job including:
  - Dexterity of hands and fingers to operate a computer keyboard;
  - near distance visual acuity to assure proper operation of computers and software;
  - squat and crawl while installing computer hardware and peripherals;
  - exchange verbal information in person and by telephone;
  - lifting and moving components weighing up to 40 pounds;
  - occasional work in confined spaces to pull cables and install other equipment.

WORKING ENVIRONMENT:

Works extensively at a computer workstation. The work is performed primarily in an office environment with frequent visits to customer's work sites. This position moves desktop computers and peripherals from one location to another.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Minimum of six (6) years of relevant experience supporting PC-based hardware and software required. Relevant post-secondary education may substitute for up to four (4) years of experience.
- Work experience configuring, supporting and trouble-shooting user problems with contemporary software supported by the City (e.g. Microsoft Word, Excel, and Microsoft Office or Windows applications) required.
- Work experience providing technical service and support to end-users in a government or customer service environment required.
- MSCE, A+, Security+, or Network+ certification preferred.
- Any combination of experience and training that gives the applicant the necessary skills and knowledge for the position may be considered.

NECESSARY SPECIAL REQUIREMENTS:

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

PREPARED BY: C. Paulson
A. Sullivan
1/18

REVIEWED BY: _____
David Doll,
Chief of Police