CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Police Department Systems Analyst** **UNION:231**
SG:4
DEPARTMENT: **Police** **CS:N**
FLSA:N
EEO4/SOC:PR/15-1211

JOB SUMMARY:

Responsible for analysis, implementation, administration, and maintenance of business systems used by the Bellingham Police Department such as in-car technology devices/connectivity, law enforcement (LE) applications, and building access. Researches and evaluates new police technology. Manages device firmware and operating system upgrades, updates and deployment of applications.

Serves as back-up administrator for systems and projects overseen by the Police Technology Manager. Assists in developing and maintaining programs to ensure City compliance with internal policies, security best practices, and regulatory standards, such as Criminal Justice Information Services (CJIS) and WASPC Accreditation standards.

SUPERVISORY RELATIONSHIPS:

Reports to the Police Technology Manager. Works under general supervision and the guidance of applicable federal, state, and local statutes, regulations, policies, procedures, and contractual agreements. Work is periodically reviewed to verify compliance with policies, procedures, and standards.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Provides high quality, detailed administration, consultation, technical support and troubleshooting for Police databases, systems, and applications. Works collaboratively with Police Department staff to identify and develop solutions in support of departmental operations and workflows.

2. Serves as system administrator for specialized law enforcement systems and applications that impact department operations, functions, and services. Performs installation, upgrades, modifications, and ensures data integrity of assigned systems including Internal Affairs, Desk Officer Reporting, Building Access, and other systems as assigned.

3. Administers and manages in-car technology including cellular modem system for Patrol and customized vehicles. Researches and evaluates new in-car technology solutions, recommends, and implements upgrades. Manages updates and security patches of operating systems and application configurations; tests and troubleshoots vehicle technology and connectivity to GPS, CAD, and RMS systems. Coordinate with City Shop and Communications Shop on hardware installation, maintenance, and new build vehicle deployments.

4. Analyzes and assists in the development and implementation of business process improvements. Documents workflows/business processes and assists internal customers in analyzing, defining, and prioritizing system needs and requirements and researching and evaluating appropriate technology solutions. Develops and recommends strategies for use of technology and coordinates technology and other resources as part of assigned projects or programs. Assists in the development of departmental procedures and facilitates application and database integration to eliminate redundancy and improve efficiency.

5. Provides project management for the procurement, installation, implementation and training of new system software and hardware. May participate in the development of requests for information (RFI's) and requests for proposals (RFP's). Reviews bids to ensure that vendors meet minimum requirements, evaluates, and analyzes software systems and assists with software selection process. Performs cost benefit analysis as needed. Coordinates projects from development to installation, testing, and training. Contributes to the development of vendor services, system maintenance and software license agreements.

6. Maintains a close working relationship with vendors to identify and solve problems with technology services, systems applications, and software. Troubleshoots problems, makes corrective changes to existing configurations through consultation with vendor.

7. Coordinates with the City's cybersecurity team and vendors to ensure that all devices, services, and associated technologies are managed in accordance with City, State and Local security policies, directives, and industry best practices.

8. Provides training to commissioned, civilian, and technical staff on features and capabilities of software packages and assists staff with utilizing application software to meet their needs. Prepares and modifies supplemental documentation of assigned systems.

9. Serves as back-up for systems and projects overseen by the Police Technology Manager. May be assigned to provide on-call emergency support during evenings, weekends and holidays in the Police Technology Manager's absence.

10. Coordinates, develops, and manages a wide variety of departmental reports within the enterprise reporting system. Develops reports based on departmental business applications or systems, and acts as a departmental resource in the development of custom reports.

11. Assists with maintaining, configuring, updating, and documenting departmental Internet and Intranet websites; supports and trains users on the use of Internet/Intranet applications.

12. Stays current with developments and changes in technology hardware and applications software industry. Reviews and tests new hardware and software applications for potential use by the Police Department.

13. Coordinates and collaborates with Network Operations, City Information Technology Services, and other City departments where technology infrastructure overlaps.

ADDITIONAL WORK PERFORMED:

1. Performs back up and relief duties and responsibilities in the absence of other Police Department technical staff.

2. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Technical:

- Considerable and up-to-date knowledge of and skill in utilizing mobile technology systems including Cellular broadband data.
- Considerable and up-to-date knowledge of client technology support including Windows-based computers, tablet computers, smart phones, printers, wireless technologies including Virtual Private Networks (VPN); industry standard methods for deploying hardware and software in a complex environment.
- Considerable knowledge of software applications and database theory.
- Comprehensive knowledge of systems analysis techniques and practices.
- Comprehensive and up-to-date knowledge of and skill in utilizing Microsoft technologies; Windows Operating Systems technology including operation, administration, and system tools and configuration.
- Skill in maintaining systems and automating processes via the use of PowerShell.
- Knowledge of Police technologies, including CAD Systems, and other Law Enforcement systems and applications.
- Knowledgeable with the use of technology tools to create integration, workflow, and automation.

Ability to:

- Understand, interpret, and apply regulatory standards and security standards to system configurations, procedures, and training documents.
- Maintain technology skills and knowledge in a rapidly changing environment; including complexity generated by increased compliance requirements, security enhancements, and including ability to proactively monitor cloud-based and on-premises enterprise architecture, products, and services.
- Work on several projects concurrently. Excellent organization, time management, problem solving, technical troubleshooting, and planning skills.
- Lead system application improvement and acquisition projects, including vendor management.
- Implement and administer databases.
- Collaborate with stakeholders.
- Work independently.
- Willingness and ability to respond to evening and weekend callouts for system emergencies.

Communications:

- Excellent interpersonal skills for establishing and maintaining effective working relationships with city staff, division staff, and local, state, and federal agencies, as well as vendors.
- Excellent written communication skills for corresponding with City employees and vendors.
- Good researching, planning, organizing, problem-solving, and time management skills.

Other:

- Maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed.
- Work with and interpret needs for a variety of specialty departments within Police agency.
- Work independently with minimal supervision.
- Maintain consistent and punctual attendance.

- Physical ability to perform the essential functions of the job, including:
  - Lift and carry approximately 40 pounds.
  - Adequate hearing, correctable vision, and manual dexterity.
  - Work inside vehicles.
  - Frequently operate a computer and read a computer screen or typewritten page.

WORKING ENVIRONMENT:

Works extensively at a computer workstation, inside vehicles, and in computer server room. The work performed is in an office environment as well as off-site locations including mobile vehicles.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in computer science, information systems management, business computer programming, or related field. Four(4) years of work experience as a systems analyst may be substituted for education.
- Two (2) years of progressively responsible experience in the analysis, implementation, and support of business applications and systems required.
- Experience working in the public sector and/or law enforcement preferred.

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:

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3/24

REVIEWED BY:_____
Rebecca Mertzig, Chief of Police