

# CITY OF HELENA



**Position Title: Public Safety Systems Administrator**

**Department: Police/SSD**

**Position #: 13515**

**Grade: 145**

**EEO Category: (04) Protection Services**

**FLSA: Non-Exempt**

**EEO Function: (04) Police Services**

**Work Comp Code: 8743**

## **DEFINITION**

This is a highly responsible and complex position whose duties involve administering the Public Safety Information Technology System and following the rules, regulations, policies and procedure of the Police Department in order to ensure smooth operation of the Public Safety Information Technology system twenty four (24) hours a day, seven (7) days a week. The position provides computerized support to track incidents from inception through investigation, to arrest and booking, and to provide seamless integration to other systems used.

## **SUPERVISION RECEIVED**

Position is directly supervised by the Support Services Lieutenant and indirectly by Helena Police Department Command staff. Work is performed with general supervision and relative independence in accordance with well-established police department practices and departmental procedure with review through reports and conferences with the Police Department Administration.

## **SUPERVISION EXERCISED**

Technical support and technical direction is provided to other employees in the Public Safety Information Technology system, or as assigned.

## **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Update and correct all GEO related concerns in the Public Safety I.T. System.

Strive to try and constantly improve on the current Public Safety I.T. System.

Maintain a professional and well-rounded relationship with the vendor of the Public Safety I.T. System as well as maintaining a high degree of integrity and concern for the public safety employees and the public at all times.

Maintain confidentiality at all times.

Maintain database management system for incident reporting, ad hoc reports, case management, arrest and booking, crime analysis, personnel and training, property and evidence.

Oversee record management system including centralization, archiving and storage of relevant agency information.

Promote the mission statement of the Police Department and follows the orders of the Chief of Police at all times.

Adhere to the rules and regulations of the Helena Police Department and the Support Services Division.

Update and correct all imaging related and electronic concerns to the system.

Install hardware and peripheral components such as monitors, keyboards, printers, and disk drivers.

Load specified software packages such as operating systems, office automation products and enterprise approved application software onto computer systems.

**Important & Essential Duties cont.:**

Observe system functions to verify correct system operation.

Respond to user inquiries concerning system operation and diagnoses system problems.

Recommend or perform remedial actions to correct problems.

Coordinate activities with the Network Manager and other system administrators.

Provide updates, status and completion information to supervisor.

Assist in the development of internal and external systems security measures and monitors compliance.

Perform all routine maintenance and all emergency maintenance on the system as well as providing training and updates to current and future system personnel.

Provide, at the Police Chief's direction, any information and/or education information regarding the Public Safety I.T. system issues to the general public.

Attend various meetings as directed by supervisor.

Issue, maintain, and correct software/hardware concerns within the Public Safety ID card system.

Update, maintain, and correct software/hardware concerns on the recording machine, as well as copying and releasing recordings from the recording machines as directed by supervisor.

Issue, maintain, correct, and update software/hardware concerns within the electronic lock system of the Law Enforcement Center.

Monitor status of Uninterrupted Power Supply (UPS system) and recommends or performs remedial action to correct problems.

**OTHER JOB RELATED DUTIES**

Performs other duties as assigned.

**SAFETY RELATED DUTIES:**

Abide by the City of Helena and department/division work practices established for specific job assignments and occupations.

Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor.

Participate fully in safety training. Suggest improvements in safety training requirements or programs to the supervisor or the safety committee.

Identify unsafe work conditions and unsafe practices. Correct hazards or report them to the supervisor or safety committee as appropriate.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Knowledge of:**

The rules and regulations of the Department.

Multiple software programs and interfaces running on the Public Safety Information Technology System.

Operating systems and environments, including AS/400, DOS, Windows, Network Operating Systems (NOS).

Computer hardware operation and interaction as well as proper hardware and software troubleshooting procedures.

Systems management including the operating system interfaces, systems security and performance monitoring.

**Ability to:**

Maintain a professional well rounded relationship with the vendor of the Public Safety Information Technology System.

Work well with others under all conditions in a calm professional manner.

Adhere to the mission statement of the department.

Use proper telephone etiquette, good listening skills and questioning skills, strong analytical ability, effective oral and written communications skills.

Establish and maintain cooperative relationships with those contacted in the course of work.

Keep current in the development of new hardware and software technology.

Diagnose and recommend repairs for various computer problems in a timely manner

**Physical Demands/ Work Environment**

Ability to work in a standard office environment with ability to lift and manipulate basic computer hardware and software.

Ability to see, sit, crawl, stoop, work in confined spaces, ability to travel to different locations.

Ability to be on-call twenty-four hours a day to respond to emergencies.

**Experience and Training Guidelines:**

**Experience:**

Experience or knowledge of basic law enforcement procedures.

Combination of education and experience in computer science or related field.

Three years of work related experience.

**Training:**

Microsoft, LogiSYS, CJIN, computer/hardware replacement and repair.

**License or Certificate:**

Must possess a valid drivers license with acceptable driving record at the time of hire and have the ability to obtain a valid MT drivers license within six months of hire.

**After reading this job description, as of this date would you require any accommodation to perform these duties?**

**YES or NO (circle one)**

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Effective Date: June, 2004

Updated: September, 2008