City of Irving Job Description

Public Safety I.T. Administrator

FLSA Status:	EXEMPT	**Job Department:**	Information Technology
Job Code:	13151	**Reports To (Job Title):**	Assistant Director of Information Technology

PURPOSE

Provide for the coordination, prioritization, and allocation of technical resources to provide efficient and effective technology support to all City public safety departments; develop, administer, and support public safety information technology (I.T.) systems, specifically for Police, Fire, and Municipal Court.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Work with public safety agencies on information technology procedures to assure compliance with CJIS, HIPAA, and other security standards to protect data in police, fire, and court environments.
- Collaborate with Assistant Information Technology Director to develop and manage departmental budgets and goals.
- In conjunction with I.T. Management and/or Public Safety Department Liaisons, provide technical support to Public Safety users, which includes including troubleshooting, problem resolution and general question response.
- Provide for front-line system support for Public Safety users.
- Design data collection, processing, and control procedures.
- Implement software applications.
- Design and implement system integrations.
- Maintain numerous custom database applications.
- Analyze, modify, test, and debug new or existing programs and make changes as required.
- Document programs – or update existing documentation – according to established standards.
- Lead section staff by assigning tasks, tracking progress, and measuring performance and KPIs assigned by Chief Technology Officer.
- Lead project teams that may involve non-IT staff members.
- Analyze user department requests, prioritize them, assign them to Public Safety I.T. Team and provide solutions to meet operational needs.
- Design and teach end-user training classes.
- Develop and maintain system disaster recovery programs for critical public safety systems.
- Manage contractors and vendors by developing and evaluating RFPs, completing contract negotiations, and reviewing contract deliverables
- Perform, and maintain 24/7 availability for, after-hours support.
- Perform related duties as assigned.

Revision: March – June 2017; Mar 28, 2019
based on Mar 2017 approved submission; prev ver; dept. update.

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OTHER DUTIES AND RESPONSIBILITIES

- Help departments with purchasing technology based equipment and prepare specifications.
- Provide input and task work on technology based projects and work as a project team leader or member.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 4 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Assist Assistant Director of Information Technology in developing a team budget annually. Procure software, hardware, and other technical equipment and components for public safety departments as needed.

QUALIFICATIONS:
The requirements listed below are representative of the knowledge, skill, and/or ability required.*

> **EDUCATION**
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> - Equivalent to a Bachelor's degree from an accredited college or university with major course work in Information Technology or a closely related field.
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> **EXPERIENCE**
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> - Minimum of four (4) years of related experience in a technology customer support area.
> - Experience providing technology customer support in public safety of municipal government *preferred*.
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> **CERTIFICATES, LICENSES, REGISTRATIONS**
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> - Appropriate, valid state-issued driver's license.
> - CJIS qualified (A conviction for Class B misdemeanor and above is disqualifying.)
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> **KNOWLEDGE OF**
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> - Computers and Electronics: Electric circuit boards, processors, chips and computer hardware and software including applications and programming.
> - Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
> - English Language: The structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.

- Advanced Mathematics: mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Service Orientation: Actively looking for ways to help people.
- Oral Expression: Communicating information and ideas in speaking so others will understand.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Team Selection: Identifying the best people for the job.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- System Analysis: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Negotiation: Bringing others together and trying to reconcile differences.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Hands-On Technical Support: Performing basic hands on computer, peripherals and wireless device diagnostic work for executive management team and City Council.

GUIDANCE RECEIVED

General Standards
A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.

CONTACTS

The employee works with both Police and Fire Chiefs, Municipal Court Director, and staff in all public safety departments, I.T. Management and line staff in order to communicate and effectively provide technical support solutions. Also, this position engages with all public safety technology vendors on support renewals and expenditure. There may be project coordination and communication required with outside agencies that may be working with Irving public safety departments.

EQUIPMENT AND PROPERTY

Desktop computer or laptop, servers, plotters or printers, phone, and standard office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to carry, grasp, handle, feel, lift up to 10 pounds, listen, reach, see, sit, stand, talk, and/or walk. Frequently, s/he is required to kneel, lift up to 25 pounds, stoop, and/or drive a vehicle. S/he occasionally is required to balance, crawl, lift up to 50 pounds, push and/or pull. Rarely, s/he is required to lift more than 100 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

HVAC controlled environment at desk; sometimes must work outside in heat or cold depending on where technology equipment is housed, must drive city vehicles to various locations several times a day to provide support. The noise level in the usual environment is usually quiet, though varies when working in alternate locations.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.