



City of Irving Job Description

Senior I.T. Support Specialist

FLSA Status:	Non-Exempt	Job Department:	Information Technology (IT) or Police Services
Job Code:	I292	Reports To (Job Title):	IT Support Manager, Public Safety IT Manager, or Police Communications Manager

PURPOSE

To install, patch and administer information technology software and systems. Participates and leads Information Technology projects and assists IT Management when needed. Responsible for troubleshooting software, operating systems, networking problems and customer issues by being able to recreate in support lab environments and by diagnosing complex issues. Effectively communicate solutions to customers.

If assigned to Police – Technical Services, this role is specialized to Computer-Aided Dispatch (CAD) and Records Management Systems (RMS), while working closely with Police Communications, Police Records, and the Public Safety IT Team.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Work with hardware and software vendors on installation, project coordination, maintenance and emergency response.
- Assist in group membership and security configuration maintenance.
- Configure workstations such as OS, applications, email, printers and remote access as required.
- Respond to customer requests on all IT related issues.
- Maintain PCs, cellphones, mobile device computers, desktop printers, network printers and other IT equipment.
- Install or repair computer hardware and printers.
- Diagnose and repair network connectivity problems including hardware, software and cabling issues.
- Create and publish documentation in a customer-focused, knowledge-centered support environment.
- Maintain hardware and software inventory.
- Assist in maintaining system servers.
- Perform Windows server patching and administration.
- Coordinate or lead assigned internal projects.
- Perform related duties as assigned.

If Assigned to Police Technical Services Division:

- Maintain Computer Aided Dispatch (CAD), which includes related systems, as well as, creating and/or updating Unit ID's (call types), as well as entries in the CAD Database. *As needed*, perform initial, preliminary problem diagnoses.
- Load and maintain related GEO data. Work with Police Communications division on quality control, workflow operations, and (data) table changes within relevant systems and modules.

- Provide technical support for Public Safety Communications personnel through basic troubleshooting of electronic and computerized systems, such as voice logging equipment, E 9-1-1 equipment, Computer-aided dispatch system, TLETS, and other related equipment associated with the Communications Division.
- *As requested*, Develop reports and provide statistical analyses related to E 9-1-1, calls for service, shift activity and deployment, response times, and other information as requested.
- Advise the Police Communications division on opportunities to better utilize technology to increase staff efficiencies; participate in providing training on CAD-RMS operations. Also, collaborate with Police Records to ensure appropriate recordkeeping in operations.
- Provide on-call/after hours support when assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Must maintain confidentiality of undercover police operations.
- *As assigned*, provide functional support after hours and on weekends.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision (*As assigned*) – Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 1-3 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

While performing duties, this position exercises responsibility over substantially-valued I.T. Infrastructure.

QUALIFICATIONS:

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

EDUCATION

- Equivalent to an Associate's Degree from an accredited college or university with major course work in Computer Science, Information Systems or a closely related field.

EXPERIENCE

- Three (3) years of increasing responsibility in maintaining and supporting modern, state of the art systems.

CERTIFICATES, LICENSES, REGISTRATIONS

- CJIS Security training, TLETS/NCIC 8 hour training (within 2 months of hire)
- Appropriate, valid state-issued driver's License

KNOWLEDGE OF

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.
- Industry Software: Windows Server 2012-2019, Windows 10, MS Office 365, TCP/IP networking theory/application, and, *if assigned to Police Communications*, Records Management Systems (RMS) and Computer Aided Dispatch (CAD).

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.
- Reading Comprehension: Understanding written sentences and paragraphs in work documents.
- Operations Analysis: Analyzing needs and product requirements to create a design.
- 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 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.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Database Development: Programming the indexing, storing, and retrieving documents.
- Service Orientation: Actively looking for ways to help people.
- Speech Recognition: Identifying and understanding the speech of another person.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This 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.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.

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

Internally, this position will regularly interact with all levels of city employees and IT staff. Externally, this position regularly contacts vendors and support agencies.

EQUIPMENT AND PROPERTY

Office machinery includes computers, various software, server equipment, and printers/scanners.

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 frequently is required to carry, grasp, handle, feel, kneel, lift up to 25 pounds, listen, see, sit, talk, and/or walk. Occasionally, s/he is required to balance, pull, push, reach, stand, and/or stoop.

WORK ENVIRONMENT

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

The noise level in the work environment is usually quiet.

* 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.