

HALES CORNERS POLICE DEPARTMENT



JOB DESCRIPTION				
TITLE INFORMATION TECHNOLOGY SPECIALIST				
RESCINDS/REPLACES New	EFFECTIVE	LAST UPDATE 3/23/18	PAGES 4	FILENAME Information Technology Specialist 2018
DISTRIBUTION ALL	REVIEW PERIOD Biennial	REFERENCE Village of Hales Corners <i>Employee Handbook</i>		

INFORMATION TECHNOLOGY SPECIALIST

Purpose of Position

The purpose of this position is to design, operate, and analyze Information Technology systems within the Village of Hales Corners to ensure the reliability, efficiency, and safety the systems.

Nature and Scope

This position is a full-time position primarily responsible for monitoring and maintaining the network environment, maintaining and repairing Information Technology systems, and providing user support.

The Information Technology Specialist shall constantly direct his/her best effort in accomplishing the position's primary responsibilities and general Village objectives. The Specialist shall be held to strict accountability for the good order of his/her areas of responsibility which may be assigned to him/her, and shall work various hours depending on the needs of the Village.

This position reports to the Chief of Police and may include special job functions as directed by the Village Administrator.

This position is classified as a Professional exempt and non-represented Village employee. The position is at-will and is not subject to Wis. Stats. §62.13. Compensation is commensurate with the provision of the general *Employee Handbook* as promulgated by the Hales Corners Village Board.

Knowledge, Skills, and Abilities Required

High School diploma or equivalent.

Specialized education in the areas of computer support functions, database development, and/or network engineering.

Experience with modern IT principles and technologies, network operations, server administration, database systems, and workstations.

Expertise in Microsoft certified applications.

Understanding of telecommunications, radio communications, and law enforcement Information Technological hardware.

Knowledge of applicable data privacy laws and practices.

Ability to perform singular duties independently.

Ability to prioritize and manage multiple duties with a minimum of supervision.

Ability to make responsible decisions in accordance with established policies and procedures with limited supervision.

Ability to apply troubleshooting techniques and develop test plans.

Ability to recognize and interpret symptomatic clues of system problems.

Ability to develop effective solutions to negative conditions.

Ability to write and speak sufficiently to communicate effectively and tactfully with employees, Information Technology professionals, and vendor representatives.

Ability to apply basic mathematical concepts.

Ability to interpret and comprehend basic descriptive statistical reports.

Ability to read and comprehend user manuals and technical documentation.

Ability to achieve and maintain CIB/TIME system certification.

Ability to meet and maintain all CJIS security requirements.

Ability to maintain confidentiality.

Physical Requirements

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

While performing the duties of this job, the employee is frequently required to sit at a computer work station for a considerable period of time, and talk or hear using electronic communication devices.

Employee is required to use hands and/or fingers to handle or operate controls and tools.

Ability to view close objects, ability to adjust focus, and sustain prolonged visual concentration.

Ability to recognize and identify similarities and differences between colors and shapes associated with Technological hardware.

Ability to exert light physical effort: occasionally lifting, carrying, pushing, or pulling up to 40 pounds.

Ability to frequently crouch, kneel, stop, or crawl.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderately noisy.

Ability to work in primarily safe and comfortable conditions with infrequent exposure to inclement weather and inimical individuals which may cause discomfort but pose limited risk of injury.

Hours of work are determined primarily by the needs of the service and current work load; however, most work is generally accomplished between the hours of 6:00 AM to 6:00 PM, Monday through Friday.

Principal Duties

- Upon hire, serve a period of orientation of three hundred and sixty-five (365) calendar days from the first day of active employment with regularly scheduled performance reviews. During this period, the employee shall be subject to discharge for any reason whatsoever, without recourse to the grievance procedure.
- Continually inspect employee's area of assignment for proper equipment operations, unauthorized activities, and establish an organized log of such activity.
- Assist in person, or through necessary means, end-users of Village systems with questions.
- Clearly and accurately communicate errors, unauthorized activity, or suggestions for improvement of Department systems to the Administrative Lieutenant.
- Install/remove software from Village systems.
- May develop and conduct briefings on system problems, system changes, or recommendations for new software for supervisory and management staff.
- Assist staff in resolving system problems.
- Troubleshoot computer and network hardware. May make repairs or recommendations for replacement.
- Maintenance of Village web site and social networking interface.
- Conduct introductory training for end-users.
- Designs, configures, installs, and maintains: workstation environment, servers, network infrastructure, software, and websites.
- Develops specific technology plans and implements them in order to support operational goals.

- Evaluates storage and retrieval locations and methodologies for Village records.
- Identifies public safety communication needs, develop recommendations to meet these needs.
- Manages all twisted pair and fiber connections within Village properties.
- Coordinates all local area network activities.
- Develops and maintains disaster recovery policies and procedures.
- Assists department heads with the development and execution of enterprise security policies.
- Ensures Village systems properly interface with requisite County and State systems.
- Assists Village vendors in the connection of WAN hardware and software to the Village's enterprise.
- Maintains inventory and maintenance records for technological equipment and systems.
- Prepares RFIs and RFPs for software and hardware proposals. Evaluates vendor proposals against the needs of the Village.
- Coordinates the proper purchase of goods and services and effectively communicates for the efficient payment of incurred costs.
- Establishes and maintains efficient professional relationships with requisite software and hardware vendors.
- Actively participates in pertinent professional organizations as determined by the Chief of Police.
- Actively maintains and enhances professional knowledge and skills through appropriate means.

Selection Guidelines

The Village of Hales Corners is an Equal Opportunity Employer. All promotion and hiring practices will conform to the Village of Hales Corners Affirmative Action plan. Appointments will be made by the Chief of Police subject to approval by the Hales Corners Board of trustees.

The selection process *will* include –

1. Rating of education and experience.
2. Complete Background Investigation.
 - a. Submission of fingerprints to criminal history repositories.
 - b. Permitted inquiry of local, state, and federal criminal histories.
 - i. Felony convictions are an immediate bar to employment.
3. Pre-employment drug screen.

The selection process *may* include any or all of the following -

1. Formal applications.
2. Submission of resume.
3. An interview.
4. Job related tests.