

Position Description

Position Title: Information Technology Specialist I
Department: City Manager's Office
Division: Information Systems - Police
FLSA: Exempt
Retirement: KPERS
Effective Date: January 25, 2022

GENERAL PURPOSE

This position provides internal support to the Information Technology Specialist II, the Police Department, Municipal Court and Animal Control through computer programming for application development and/or enhancement, daily operations, and troubleshooting for central computer systems, as well as operational support of specific computer systems and applications for these departments.

SUPERVISION RECEIVED

Works under the direct supervision of the Information Technology Specialist II. Works under the general supervision of the Manager of Information Systems.

SUPERVISION EXERCISED

Generally none. May assume the duties and responsibilities of the Information Technology Specialist II during her/his absence.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Duties listed below do not include all tasks which may be performed.)

- Must be able to maintain confidentiality with what you may encounter on a daily basis.
- Assist with maintaining, troubleshooting and training officers on Mobile Data Terminals and body cameras.
- Assist in the monitoring of data usage on all public safety servers on a weekly basis and report findings to supervisor and the Manager of Information Systems.
- Assists with software updates to the servers located at the Justice Center.
- Performs local and remote testing on equipment, including running computer programs to diagnose faults.
- Performs all functions required to prepare and install microcomputers and related equipment, including connections to the data communications network.
- Prepares and installs software and peripheral devices.
- Assists in diagnosing and resolving software problems.
- Prepares and coordinates sending equipment out for repair.
- Orders and inventories spare parts, including stripping surplus equipment for usable parts.
- Assists Police Department with technology related needs on cases to include (but not limited to) surveillance video, seized equipment and testifying in court, if needed.
- Operates other information technology related equipment such as scanners, printers, plotters, graphics equipment, etc.
- Performs miscellaneous functions as required, including (but not limited to) calling vendors to report/resolve problems, assisting with demonstrations and site preparations, and assisting in changing microcomputer location.
- Assists Manager of Information Systems, as needed, with installation, troubleshooting, repair and overall support of all City computer systems.

PERIPHERAL DUTIES

- Assists users in maintaining the City's cellular and land line phone systems.
- Serves on various employee or other committees as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from high school education or GED equivalent.
- (B) A minimum of two years of computer systems experience with intermediate/advanced experience in maintenance, troubleshooting, installation, upgrading of personal computer hardware and software, Windows local and wide area networks, and experience with minicomputer multi-user systems as an operator and/or programmer.
- (C) Associates Degree in Computer Science or related field **OR** equivalent combination of education and experience (in addition to the minimum) commensurate with AS or AA degree.
- (D) Must successfully pass a background check, fingerprinting and NCIC certification required to maintain the various Public Safety systems.

Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Data processing terminology, symbols, and methodology.
- General record keeping.
- Microcomputer hardware and software.
- Data communications networks.
- Working with Android and IOS devices.

Skills:

- Diagnose and resolve hardware and/or software problems.
- Prepare and conduct training and informational sessions.
- Public relations and public speaking.

Ability to:

- Operate information systems input devices.
- Work independently and complete daily activities according to work schedule
- Read, write and speak English distinctly and clearly.
- Effectively present information verbally, and in writing, to individuals or groups.
- Follow oral and written instructions.
- Operate listed tools and equipment.
- Repair microcomputer components.
- Install microcomputers and related equipment; Prepare and install software packages.
- Work under stressful conditions.

SPECIAL REQUIREMENTS

- (A) Must possess a valid State Driver's License at time of application (and maintain for duration of employment) and meet insurability standards under fleet insurance policy.
- (B) Ability to meet attendance requirements of position, which occasionally requires response to afterhours calls, as needed.

DESIRABLE QUALIFICATIONS

- (A) Bachelor's degree in Computer Science or related field with three years or more experience as a programmer or systems administrator.
- (B) Advanced knowledge and experience in hardware and software associated with personal computers and Windows based local area networks; knowledge of and/or college course work in

- general business administration, public administration, and/or engineering.
- (C) Programming ability with Microsoft and other widely used products.
 - (D) Experience in a local government organization.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing and spreadsheet software; mainframe computer system; 10-key calculator; phone; copy machine; and fax machine. Tools and test equipment required to test and repair computer and network equipment, peripherals, and cables.

Primary functions of this position involve work with a Windows based local area and wide area networks, Windows operating systems, personal computer hardware, Ethernet connections, and standard PC applications such as word processing, databases, desktop publishing, spreadsheets, presentations using Microsoft Office and computer aided design/drafting.

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

Considerable manual dexterity with tools. Ability to work under stressful conditions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

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 usually quiet.

SELECTION GUIDELINES

Formal application and review of qualifications, education and experiences; testing which may include: written/practical examination or other job-related tests, oral interview; final selection; reference check; background investigation; and post-offer medical examination to include a drug screen.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

APPROVAL AUTHORITY:

Department Head

Date

HR Director

Date