PUBLIC SAFETY SYSTEMS ANALYST

DEFINITION
Under general supervision, supports, develops, maintains and enhances computer applications and specialized computer equipment for the Police Department.

ESSENTIAL FUNCTIONS
Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class. Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Supports computer applications and specialized computer equipment for the Police Department; enhances software applications and maintains computer applications for local, state and Federal law enforcement access;
- Maintains and upgrades the Computer Assisted Dispatch and Records Management Systems and troubleshoots host user problems for the City;
- Composes levels of user and programmer documentation, maintains files and tables, sets and monitors security control of the Public Safety computer applications;
- Communicates with and provides mobile data services to other agencies and provides technical demonstrations and communication of new products or features;
- Interacts with a variety of users and vendors to assure needs and problems are resolved.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of specialized computer applications and equipment commonly used in servicing law enforcement agencies, departments and/or divisions, and of local, state and Federal law enforcement practices and procedures, of report documentation techniques and file management
- Skilled in developing and maintaining computer applications, troubleshooting computer application and equipment problems, and in establishing and maintaining productive working relationships
- Ability to effectively communicate verbally and in writing in English to non technical personnel and possess the ability to perform essential duties with minimum supervision

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 30 pounds. May be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS
A Bachelor’s degree from a four-year college or university in Computer Science, Information Technology or closely related field, AND three years experience interfacing with law enforcement systems, Computer Assisted Dispatch and Records Management Systems OR an equivalent combination of education and experience.