PUBLIC SAFETY SYSTEMS ANALYST

DEFINITION
Under general supervision, supports, 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;
- Troubleshoots host user problems for the City; maintains and upgrades the Computer Assisted Dispatch and Records Management Systems.
- Composes levels of user and programmer documentation, maintains files and tables;
- Sets and monitors security control of the Police Department computer applications; communicates with and provides mobile data services to other Police agencies;
- Works with ITC Director and Police Chief or designee to interact with a variety of users and vendors to assure needs and problems are resolved.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of local, state and Federal law enforcement practices and procedures;
- Knowledgeable of computer applications and hardware, report documentation techniques and file management;
- Skilled in troubleshooting and maintaining computer application and equipment problems for law enforcement usage;
- Ability to effectively communicate verbally and in writing in English
- 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. Incumbents may be exposed to repetitive motion and vision to monitor. Must be available to work weekends and holidays and during emergencies or natural disasters as requested.

QUALIFICATIONS
Bachelor Degree from an accredited college or university in Computer Science or Information Systems/IT Certification AND three years of progressively responsible experience interfacing with law enforcement computer systems, Computer Assisted Dispatch and Records Management Systems OR Any combination on education and increasingly responsible work experience in information technology in a law enforcement work environment that demonstrates critical thinking and analytical skills necessary to independently perform essential job duties;