INFORMATION SERVICES SPECIALIST I (POLICE DEPARTMENT)

DISTINGUISHING FEATURES OF THE CLASS: This is technical work which involves the installation of a variety of equipment in a networked system in a Police Department including personal computers, laptops, office information systems hardware, mobile units and related peripheral equipment. The incumbent will also be responsible for training users and troubleshooting of equipment. The work is performed under the direct supervision of the Police Chief. Day-to-day work direction will be provided by the director of information systems. Does related work as required.

TYPICAL WORK ACTIVITIES:
Installs equipment used in a networked system such as desktop and laptop personal computers, office information systems hardware, mobile units and related peripherals such as computer monitors, printers, CD-ROM drives, scanners, etc.;
Develops and conducts training programs for users which includes establishing priorities, scheduling and conducting sessions, developing training and procedure manuals as well as providing ongoing technical support;
Configures and installs hardware and software;
Trains police personnel to use a job-specific program;
Sets up parameters for security purposes and maintains system security;
Makes changes to police-related information as required;
Works closely with users to design information systems which meet their data processing and information needs;
Analyzes, designs and implements computer-based information systems to include electronic mail, telecommunications, computer-aided dispatch, filing, etc.;
Performs maintenance on hardware such as printers, modems, mobile units, etc.;
Keeps records of service contracts and service calls;
Maintains an inventory control of all hardware and software.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Good knowledge of electronic data processing systems, principles, techniques and methods of application to include integrated word processors and computers; ability to assess the information system needs of individuals and functional areas; ability to train equipment users; ability to install and troubleshoot equipment; ability to formulate, transmit, understand and carry out complex oral and written instructions; ability to adapt software and design the application of software to user's needs; ability to reason logically; ability to present ideas clearly and logically, both orally and in writing; ability to maintain a secure confidential automated system which protects the criminal and other confidential records and statistics used by the staff of the Police Department.

MINIMUM QUALIFICATIONS:

1. Possession of a Bachelor's degree or higher in Computer Science, Management Information Systems or a related field; <u>or</u>

2. Possession of an Associate's degree in Computer Science, Management Information Systems or a related field and (2) two years of work experience which involved hands on application, development or operation of computer programs as a major function of the work which required independent judgment and prioritizing in the operation of an integrated information system (data processing, word processing, telecommunications, etc.); or

3. Graduation from high school or possession of an equivalency diploma and four (4) years of work experience which involved hands-on application, development or operation of computer programs as a major function of the work which required independent judgment and prioritizing in the operation of an integrated information system (data processing, word processing, telecommunications, etc.).