INFORMATION TECHNOLOGY SPECIALIST (SHERIFF'S OFFICE)

DISTINGUISHING FEATURES OF THE CLASS: An incumbent in this class is assigned to support all information technology for the Ulster County Sheriff's Office. The work involves the responsibility of coordinating the installation, configuration and support of hardware and software in use by the Sheriff's Office and for administering the department's applications, security and New World Public Safety System. The incumbent will also provide technical support and training to all divisions within the Ulster County Sheriff's Office including Administration, Patrol, Detective and Corrections staff. Work is performed under the general supervision of a higher level employee within the guides of Ulster County policies and procedures. Supervision is not generally a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Coordinates and performs all data conversions, installations, configurations, upgrades, testing, customizations, security and problem reporting with the liaison from the Sheriff's Office;

Installs, upgrades and supports Information Services approved information technology hardware and software for the Sheriff's Office including desktop and server applications;

Administers and deploys the Sheriff's Office servers and applications, including TraCS (Traffic and Criminal Software), NICE (call and radio transmission recording), Arbitrator (body worn cameras (BWC) and in-car video recorders) and Trackstar (automatic vehicle localization (AVL));

Administers the Sheriff's Office security and New World Public Safety System;

Performs analysis of other agency systems and network environments to be in compliance with the public safety system;

Writes utilities to aid in checking for and installing all needed prerequisites for the system and troubleshoots utilities for failed or corrupted installations;

Researches, evaluates and recommends new and/or revised systems, applications, programs and features;

Maintains security for Sheriff's Office file servers and clients according to Information Services policy;

Provides technical support and training regarding various technical equipment, including but not limited to: audio-visual equipment, camera and fingerprinting devices, license plate recognition (LPR) systems, trailers and cameras, voice communications (VOIP and cellular), in-car modems and GPS devices, and various speciality software systems such as proprietary surveillance systems, covert camers, dive cameras etc.;

Defines the organization of files to meet the standard and requirements of the Sheriff's Office;

Troubleshoots server communications, services and interops within the County as well as participating public safety agencies;

Manages the records management system for the Sheriff's Office;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

Responds to critical system problems on a 24-hour basis;

Performs applications tests as needed;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the components, operation, and maintenance of workstation information technology equipment; thorough knowledge of latest MS-Windows, Microsoft Office, Microsoft Server and Active Directory Software; good knowledge of Information Technology and Data Communications terminology especially as it relates to personal computers and local area networks; working knowledge of personal computer software industry standards; skill in assessing and resolving personal computer and local area network hardware and software problems; ability to keep informed of latest public safety information technology; ability to communicate technical issues to non-technical staff; ability to work with personal computer vendors and consultants; ability to read and understand technical manuals; ability to follow complex oral and written instructions; ability to prepare written reports; manual dexterity; tact; courtesy.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from an accredited college or university with a Bachelor's Degree in Computer Science or closely related field and one (1) year of full-time paid, or its' part-time equivalent, experience as a LAN Administrator, Personal Computer Technician or similar position; **OR**

B. Graduation from an accredited college or university with an Associate's Degree in Computer Science or closely related field and three (3) years of full-time paid, or its' part-time equivalent, experience as a LAN Administrator, Personal Computer Technician or similar position; **OR**

C. Graduation from high school, or possession of a high school equivalency diploma and five (5) years of full-time paid, or its' part-time equivalent, experience as a LAN Administrator, Personal Computer Technician or similar position; **OR**

D. An equivalent combination of training and experience as indicated above.

Note: Full-time study in a course leading to a Certificate in a particular area of computer study

may be substituted for the above-listed experience, on a month-for month basis.

ULSTER COUNTY   Adopted: December 14, 2021
3665 IT SPEC SH
Classification: Competitive
3666 ITSPSH HLP
Classification: Non-Competitive
Grade: 17
Union: CSEA