

## **VIDEO AND TECHNICAL SUPPORT TECHNICIAN**

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class is responsible for providing technical support to the Ulster County District Attorney's Office in matters relating to discovery, record keeping and digital case management. The incumbent serves as the primary technical administrator of the Office's digital case management system. The work involves responsibility for helping to efficiently and effectively manage, review and store audio and video evidence, including the redaction of protected information from audio-visual materials when necessary. Work is performed under the administrative supervision of the Discovery and Records Unit Chief with wide leeway allowed for independent decision. Supervision over the work of others is not normally a responsibility of an employee in 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.

Provides technical support for receiving, reviewing and disseminating discovery materials, especially audio-visual files;

Converts/transcodes media files using proprietary formats/codecs into open formats for ease of viewing and sharing;

Performs light video editing, including creation of multi-camera clips to review multiple body/dash cams simultaneously;

Assists in redacting protected information from videos, audio, photographs and other documents;

Serves as the office liaison to county Information Services, law enforcement agency IT departments, and third-party service vendors;

Coordinates with local law enforcement agencies to implement the best practices regarding digital evidence, with the goal of streamlining data sharing and avoiding unnecessary storage costs;

Serves as the primary technical administrator of the office's digital case management system, including customizing and configuring the system, creating reports and managing user permissions;

Provides technical training and on-site support to Assistant District Attorneys and staff in the use of the case management and digital evidence systems, teleconferencing, video and PA systems, and workplace productivity tools;

Tracks physical IT inventory such as laptops, hard drives, flash drives etc.;

Wipes/reformats short-term digital storage devices for reuse;

Assists in budgeting and procurement of new technology.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of audio and video editing, transcoding and asset management; good knowledge of the operation of professional audio and video software equipment; good knowledge of video formats, including resolutions, frequencies and frame rates; good knowledge of spreadsheet software including sorting, filtering and conditional formatting; good knowledge of workplace productivity software including word processing, email and videoconferencing; working knowledge of computer networking, cloud storage and data management; ability to troubleshoot software, networking, hardware and audiovisual systems; ability to read and understand technical manuals; ability to follow complex oral and written instructions; ability to establish and maintain effective working relationships; ability to instruct employees in the use of records management systems, and various software and technology systems/tools; initiative; accuracy.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Network Administration, Information Technology, Communications, Film/Media or closely related field and one (1) year of full-time paid, or its' part-time equivalent, experience in technical support/help desk support in a computer center environment and/or experience in data wrangling and/or digital asset management; **OR**
- B. Graduation from an accredited college or university with an Associate's Degree in Computer Science, Network Administration, Information Technology, Communications, Film/Media or closely related field and three (3) years of full-time paid, or its' part-time equivalent, work experience as defined by the limits of A above; **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, work experience as defined by the limits of A above; **OR**
- D. An equivalent combination of training and experience as described in A, B and C above.

ULSTER COUNTY

Adopted: July 7, 2021

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Classification: Competitive

Grade: 15

Union: CSEA