

City of Claremont, New Hampshire Position Description

Position Title:	Part Time Police Information Systems Coordinator / Trainer	Department:	Finance
Reports to:	Chief of Police	Union/Merit:	Merit
FLSA Status:	Exempt	Grade Level-Points:	290
		Revised/Updated:	09/08/06

Job Summary

This is a Part Time Position generally working no more than sixteen hours per week. Serves as the Police Department's computer system/network administrator and Training Specialist. Instructs and supports all Police Department personnel in basic operation of the computer system's and application programs as well as other areas of specialized Law Enforcement training.

Analyzes Police Department information system requirements to plan information systems that will provide capabilities required for projected workloads. Plans layout and installation of new system or modification of existing system by performing the following duties. Work is performed under the general direction of the Chief of Police.

Essential Job Functions (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Evaluate the Police Department needs and system functionality.
2. Ensure that IT facilities meet the needs of Police Department.
3. Assists in planning, developing and implementing the IT budget, obtaining competitive prices from suppliers, where appropriate, to ensure cost effectiveness.
4. Assists the Information Systems I and II personnel in scheduling upgrades and security backups of hardware and software systems for the Police Department.
5. Researches and assists in installing new systems within the Police Department.
6. Ensuring the smooth running of all Police Department IT systems.
7. Ensuring that software licensing laws are adhered to.

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The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

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8. Assists in ensuring the security of data from internal and external attack.
9. Providing users with appropriate support and advice.
10. Managing crisis situations, which may involve complex technical hardware or software problems.
11. Training all Police employees in computer use, to specifically include the use of the IMC Police Information Management Software.
12. Monitors functioning of equipment to ensure systems operate in conformance with specifications.
13. Assists the Office of the Chief of Police in creating departmental procedure as it relates to IT and training issues.
14. Evaluate software for purchase or upgrade.
15. Prepare the technical data needed for external bids.
16. Troubleshoot and resolve Police Department IT problems.
17. Maintain and upgrade PC workstations and network services within the Police Department, specifically as it pertains to the IMC Police Information Management Software.
18. Perform upgrades/installations and maintenance of software/hardware for any Police Department computer application or operating system/networks.
19. Provide employee technical training and other specialized Law Enforcement training for which specifically qualified for such as Firearms and Use of Force instruction.
20. Assist in producing and maintaining a disaster contingency and recovery plan for the Police Department's information systems.
21. Serves as the Police Department's contact for computer systems representatives and service operators.
22. Works closely with vendors regarding computerized operations within the Police Department, specifically with the IMC Police Management Software vendor.

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23. Evaluates Police Department needs for computer hardware, software and training; makes recommendations for meeting those needs to the office of the Chief of Police.
24. Performs all the duties of a Part Time Police Officer
25. Performs other related duties as assigned.

Peripheral Duties

Attend Police Department Staff meetings as requested.
Perform the duties of subordinate personnel as needed.
Analyze and recommend improvements to equipment and facilities, as needed.
Participate in various committees, to include the Police Department Training Committee.

Desired Minimum Qualifications

Education and Experience:

Extensive experience in varied computer applications, skills in training of basic Microsoft programs, IMC Emergency Services Information Management software, extensive experience in Law Enforcement Training as it relates to Firearms and Use of Force and a minimum of three (3) years of supervisory experience; *OR* any equivalent combination of education and experience which demonstrates the possession of the required knowledge, skills and abilities.

Necessary Knowledge, Skills and Abilities:

Knowledge of:

- Thorough generalized knowledge of information management.
- Considerable knowledge of the Police Department's operational computer systems/networks.
- Experience with IMC software.
- Experience with Microsoft software.
- Thorough generalized knowledge of information management.
- Considerable knowledge of the Police Department's operational computer systems/networks.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.
- Considerable knowledge of Law Enforcement Training techniques, especially as it relates to firearms and use of force.

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Ability to:

- Establish and maintain effective working relationships with other city employees.
- Communicate well with the general public, and municipal officials.
- Uphold the ethical standards as set forth by the city.
- Make judgment decisions in situations that may involve stress.
- Prepare, present, understand and follow oral and written informative and instructive material relating to the position.
- Demonstrated ability to communicate both orally and in writing.
- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- Maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully.

Skill in:

- Generalized knowledge of Microsoft Office Suites 97, 2000 Professional and continue knowledge as new products come onto the market.
- Proficiency in Operating Systems such as; Windows 98, Windows 2000, Windows XP, Windows NT, Windows NT Server, Microsoft BackOffice Small Business Server, MS-Exchange
- Linux base hardware
- Experienced in connectivity protocols such as, TCP/IP, Dialup networking LAN/WAN.
- Experienced in ISDN and T1 line connectivity.
- Experienced in IMC Public Safety Information Management software.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- In updating of RAM, BIOS, NIC card, and hard drive hardware as well as installation of software utilities on desktops.
- Making and verifying arithmetical computations with accuracy and speed.
- The use of the tools and equipment listed below.

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Supervision Received

Works under the general supervision of the Chief of Police. Assigned work is performed independently following established routines and procedures. Advice and assistance are available when unusual or difficult matters arise and the employee is expected to recognize such situations and bring them to the supervisor's attention. The work is reviewed for accuracy and compliance with instructions on a spot check-basis, observation or subsequent processing.

Supervision Exercised

An incumbent may or may not supervise others, but in any event the element of supervision is minimal, usually not more than two subordinate employees being involved. Because the incumbent does make decisions that are far-reaching, the work directly impacts the management of the entire agency. Necessary supervision exercised as a training officer.

Responsibility for Public Contact

Daily contact requiring courtesy, discretion, and sound judgment. Important that the incumbent maintain a positive attitude when dealing with those in his/her care.

Licensing & Certification

Must maintain Law Enforcement certification and Police Academy Training Certifications.

Must maintain any required approvals and designations as required.

Must maintain a valid motor vehicle operator's license.

Tools & Equipment Used

Personal computer including Microsoft Office software, accounting software, microfilm/fiche reader, motor vehicle, telephone, typewriter, calculator, copy machine, and fax machine etc

Typical Work Surface(s): Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

Typical Controls & Equipment: General police-issued equipment such as firearms, protective vest/gear, restraints, radio, etc. General office equipment including computer, workstation, telephone, fax machine, photocopier, etc.

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Typical Work Environment: Inside: 90% Outside: 10%

Summary of Occupational Exposures: May be exposed to cleaning fluids, copier toner, etc. May be exposed to hazardous situations, including, but not limited to the following: Bio-hazard, motor vehicle, combative public, slips and falls, injuries as a result of physical restraints, blood-borne pathogen exposure, hazardous materials, and hazardous environments.

Occasional physical effort may be required in handling the combative public. Working conditions may be disagreeable with exposure to all weather elements as well as exposure to hazards resulting from the provision of public safety services that could lead to illness, injury, disability, or death.

Physical Activity Requirements

Primary Physical Requirements

<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Occasionally required
<u>LIFT 26 to 50 lbs.:</u>	Occasionally required
<u>LIFT over 50 lbs.:</u>	Rarely required

<u>CARRY up to 10 lbs.:</u>	Occasionally required
<u>CARRY 11 to 25 lbs.:</u>	Occasionally required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required
<u>CARRY over 50 lbs.:</u>	Rarely required

<u>REACH above shoulder height:</u>	Occasionally required
<u>REACH at shoulder height:</u>	Occasionally required
<u>REACH below shoulder height:</u>	Occasionally required
<u>PUSH/PULL:</u>	Occasionally required

Other Physical Considerations

<u>Twisting:</u>	Occasionally required
<u>Bending:</u>	Occasionally required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Occasionally required
<u>Kneeling:</u>	Occasionally required
<u>Crouching:</u>	Occasionally required
<u>Climbing:</u>	Rarely required
<u>Balancing:</u>	Rarely required
<u>Grasping:</u>	Frequently required
<u>Handling:</u>	Frequently required
<u>Torquing:</u>	Occasionally required
<u>Fingering:</u>	Frequently required

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During an 8-hour Day, Employee is Typically Required To:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

Cognitive and Sensory Requirements:

- Talking: Necessary for communicating with others.
- Hearing: Necessary for taking instructions and information.
- Sight: Necessary for performing job effectively and correctly.
- Tasting & Smelling: Not required for the performance of the functions of this position.

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