

City and Borough Sitka, Alaska

Class Specification

Class Title	IT Specialist
Class Code Number	8035
FLSA Designation	Non-Exempt
Pay Grade and Range	PSEA
Effective Date	October 2015

General Statement of Duties

Maintains computers, software, radios, and video management systems; performs related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to ensure effective and efficient use of computer and other technologies within the Police Department. The work is performed under the direct supervision of the Police Chief or his designee. Working within the IT Department, the employee is responsible for maintaining the computers and specialized software, radio, and the Video Management System (VMS) at the Police and other City Departments. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with all Department and City employees. The principal duties of this class are performed in both general office environment and various works sites throughout the City of Sitka.

Examples of Essential Work (Illustrative Only)

- Installs PCs and maintains hardware and software;
- Installs and maintains other specialized hardware and software;
- Analyzes computer and information systems and recommends design changes, program implementation and appropriate purchases and/or upgrades as necessary;
- Maintains computer and network security;
- Provide technical support relating to software and hardware;
- Conducts telephone traces through the local telephone company;
- Required to assist in the training of new employees;
- Provides needed information and demonstrations concerning the performance of task to employees;
- Keeps immediate supervisor and staff fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of correcting deficiencies;
- Provides court testimony as needed;
- Performs research and compiles statistics for the Police Department as requested;

- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate personnel to maximize the effectiveness and efficiency of IT and Police Departments operations and activities;
- Program new radios and update the programs in the older radios for changes in frequencies and signaling;
- Clean and maintain portable, mobile and base station radios;
- Change and reprogram security data in radios;
- Install and maintain MVS in vehicles;
- Work with the FCC in renewing and changing radio licenses;
- Programs telephone system for the changing needs of City Departments;
- Develop, maintain and install special programs and templates;
- Performs other related duties as assigned;
- The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with all City departments and employees, State and Federal officials, and the public;
- Maintain the TIPS phone system in the jail; and
- Maintain, service and repair/replace video camera and VMS in jail and other areas of the City.

Required Knowledge, Skills and Abilities

- Thorough knowledge of Personal Computers;
- Thorough knowledge of computer related products, including all applicable hardware and software;
- Thorough knowledge of the current practices and principals involved in the installation, repair, customization and implementation of Personal Computers;
- Knowledge of radio system to include maintenance, programming, and encryption;
- Knowledge of Windows based servers and virtualization;
- Knowledge of computer and network security;
- Knowledge of VMS;
- Knowledge of records management systems and computer aided dispatch;
- Knowledge of telephone systems;
- Familiarity of Police Department operations rules, regulations, and General Orders;
- Familiarity with IBM iSeries Servers;
- Ability to handle confidential materials with tact and discretion;
- Ability to learn the operation and basic troubleshooting of telephone and communication systems and devices;
- Skill in the preparation of accurate and reliable reports identifying problems, recommendations, and ability to reach logical conclusions;
- Ability to apply basic language, writing, and spelling skills. Must be able to interpret and condense information and have legible handwriting;
- Ability to understand and follow oral and written directions and instructions;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology; and
- Integrity, ingenuity and inventiveness in the performance of assigned tasks;

Acceptable Experience and Training

- Minimum of 21 years of age at the time of employment;
- Graduation from an accredited college or university with and Associates of Art's Degree or equivalent in Computer Science, Management Information Systems, or a closely related field; and
- Extensive experience in computers, networking, programming, and telephones;

- Some related experience in radios, communications, and public safety operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Possession of a valid driver's license and the ability to obtain a driver's license issued by the State of Alaska within 90 days of employment;
- Ability to pass an extensive background check; and
- Must be a citizen of the United States or a resident alien who intends to become a citizen of the United States;

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to explain laws and ordinances, dispatch personnel and provide reports of animal control activities;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor inmate behavior;
- Ability to differentiate between various audio stimuli;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate standard office equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the job.

• • • END • • •