

Probation Systems Analyst Tompkins County

Department: Probation Department

Classification: Competitive

Labor Grade: 15

Approved: Reclass

By: AG, Commissioner of Personnel

MINIMUM QUALIFICATIONS: No later than the final filing date announced, the applicant must demonstrate -

(a) Graduation from a regionally accredited or New York State registered four year college of university with a Bachelors Degree in Computer Science, Electrical or Computer Engineering or a related field **AND** three years of full-time paid (or the equivalent part-time and/or volunteer) experience in computer application design and analysis using modern languages, database systems and communication systems; **OR**

(b) Graduation from a regionally accredited or New York State registered two year college with an Associates Degree in Computer Science, Electrical or Computer Engineering Technology, Communications Technology or related field **AND** five years of full-time paid (or the equivalent part-time and/or volunteer) experience in computer application design and analysis using modern languages, database systems and communication systems; **OR**

(c) Graduation from high school or possession of a high school equivalency diploma **AND** seven years of full-time paid (or the equivalent part-time and/or volunteer) experience in computer application design and analysis using modern languages, database systems and communication systems; **OR**

(d) Any combination of training and experience equal to or greater than that described in (a), (b) and (c) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENT:

The candidate must possess a valid New York State motor vehicle operator's license at the time of appointment or otherwise demonstrate the ability to meet the transportation requirements of the job.

DISTINGUISHING FEATURES OF THE CLASS:

This position is primarily responsible for the overall data and technology systems in the probation department. Duties include working directly with the state oversight agency with respect to all probation data upgrades and changes; developing procedures to ensure implementation at the local level; developing, maintaining, and recommending computer and telephone systems (including hardware, software, networks, interconnectivity, etc.) and performing forensic analysis of probation client computers and other technological devices for the purpose of monitoring compliance with court ordered conditions of probation. This position is responsible for supervising a work group consisting of the administrative and support staff of the Probation Department. The incumbent coordinates activities with staff of the Information Technology Services Department when appropriate. The work is performed under the general supervision of the Probation Director, and the incumbent will exercise considerable autonomy when planning and carrying out the details of the work. The employee will be personally responsible for technical results. Given the forensic nature of the computer work, it is possible that the employee would be regularly exposed to pornographic images, which might cause some level of psychological distress or discomfort. The employee will have regular internal contacts within the department and with the Information Technology Services Department in order to collaborate on overlapping IT work projects and issues. The employee will have routine contact with Probation clients in the role of forensic computer analysis, however, working directly with probationers is not the primary function of this job. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Ensures compatibility and coordinates operation of computer, computer network, and telecommunications hardware and software;
- Analyzes directives, bulletins and informational material issued by the state oversight agency in relation to the probation data technology system and develops local procedures to meet operational needs;

- Develops, recommends and maintains all computer and telephone systems (including hardware, software, networks, interconnectivity, etc.) for all units within the department with minimal disruption of service;
- Maintains the probation data system with minimal disruption in service;
- Conducts forensic analysis on offender's devices including computers, laptops, tablets and cell phones and prepares written reports;
- Prepares a variety of statistical and narrative reports as directed by the Probation Director;
- Works directly with a state oversight agency with respect to all probation data upgrades and changes;
- Develops procedures to ensure implementation at the local level;
- Performs forensic analysis of probation client computers and other technological devices for the purpose of monitoring compliance with court ordered conditions of probation;
- Maintains the department website and informational brochures and develops the annual report;
- Evaluates and recommends technology security protocols within the department;
- Provides training in the use of word processing, database, spreadsheet, utility, in-house developed and other software;
- Provides Help Desk support for Probation computer users, including hardware, software, troubleshooting and/or repair; and
- Recruits, selects, trains, supervises and evaluates staff of the administrative and support staff unit;
- Ensures that all data entry completed by administrative and support staff is accurate;
- Provides oversight of the departmental computer supply and fixed asset inventory accounts.
- Routinely lifts 20 to 30 pounds.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of principles and practices of computer application analysis, design and construction;
- Thorough knowledge of computer forensic analysis;
- Thorough knowledge of computer communication protocols;
- Working knowledge of telecommunications equipment;
- Working knowledge of common business and accounting practices;
- Excellent verbal and written communication skills;
- Skill and ability necessary to operate an alpha-numeric keyboard and manipulate hardware and software to achieve the technological goals;
- Ability to interpret policies, laws and regulations affecting Probation technology and data management practices;
- Ability to plan, evaluate and direct the work of others;
- Ability to train and supervise employees in office methods and procedures;
- Ability to prepare statistical and narrative reports;
- Ability to present ideas clearly and concisely, both orally and in writing;
- Ability to establish and maintain cooperative relationships;
- Good analytical reasoning ability;
- Good judgment, integrity and tact; and
- The employee's physical and mental condition shall be commensurate with the demands of the position, either with or without reasonable accommodation.

The physical, and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

Given the work location, there is some minimal risk of injury which is mitigated by departmental security and workplace violence prevention measures. Due to the computer-based focus of the position, the job involves considerable visual effort and strain and the software/hardware requires considerable manual dexterity, knowledge and skill to operate. The employee's physical effort is typically moderate and consists of lifting and moving computers, desks, and other types of office equipment. While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee might occasionally lift and/or move up to 20 pounds. The work is generally performed in an office environment. The work requires manual dexterity sufficient to efficiently operate a personal computer, and standard office equipment as required to perform forensic computer analysis. The work involves moderate psychological demand.

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