

PUBLIC SAFETY SYSTEMS ADMINISTRATOR

Tompkins County

Department: Information and Technology Services Department

Classification: Competitive

Labor Grade: 16

Approved: 0

MINIMUM QUALIFICATIONS:

(a) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Science, Electrical or Computer Engineering, Communications Technology, Business Administration or a related field **AND** three years full-time (or the equivalent parttime and/or volunteer) experience as a computer programmer or electronic technician;

OR

(b) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Science, Electrical or Computer Engineering, Communications Technology, Business Administration or a related field **AND** five years of full-time (or the equivalent part-time and/or volunteer) experience as a computer programmer or electronic technician;

OR

(c) Graduation from High School or possession of a high school equivalency diploma **AND** seven years of full-time (or the equivalent part-time and/or volunteer) experience as a computer programmer or electronic technician;

OR

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

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

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative and technical position primarily responsible for researching, recommending, installing, integrating, networking, maintaining, troubleshooting and repairing a variety of hardware and software systems in support of collaborative Tompkins County's Public Safety sector activities. The Public Safety systems are configured to support numerous jurisdictions within Tompkins County including local, State and Federal agencies. An employee in this class is responsible for effective communication, coordination, implementation and training related to Tompkins County Public Safety computing systems, policies and procedures. The incumbent acts as the administrative and technical coordinator for the Law Enforcement Technology Shared Services (LETSS) group. This position works under the general direction of the Director of the Information Technology Services with considerable leeway allowed for the exercise of independent judgment when planning and carrying out the duties of the position. This position requires a high degree of autonomy and the ability to make daily independent judgments to ensure that the Public Safety systems are fully operational. In support of these and other departmental Information Technology Services activities, the incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

Acts as Project Leader to direct and coordinate the activities of staff for work involving computers, networking, software and the integration of various Public Safety systems including installation and maintenance of related hardware and software for County departments as well as inter-municipal/inter-agency endeavors;

Establishes technology standards, procedures and policies for Public Safety system hardware, software, and collaborative data sharing functions;

Recommends Public Safety systems based on in-depth requirement analysis;

Assists with planning the short and long range goals for Public Safety systems;

Prepare technical bid specifications and proposals;

Analyze and evaluate bid or proposal responses resulting in recommendations for hardware, software, telecommunications and other services;

Drafts and negotiates contracts for equipment, systems and professional services;

Assures vendor compliance with contract specifications and long term software support and maintenance agreements;

Coordinates and supervises the evaluation, testing and installation of delivered materials;

Provides quality control for Public Safety services and products and provides feedback to increase standards of service;

Communicates with dissatisfied customers to better implement future requests and solve immediate problems;

Performs a variety of Public Safety systems hardware and software installations, configuration and training on the systems including features, usage, and system capabilities;

Researches rapidly changing Public Safety technologies using trade journals and other forms of media to provide suggestions and input for future needs;

Assures coordination and compatibility of hardware/software systems and performs necessary stages of research and maintenance;

Develop tests to assure system reliability, analyzes audit and systems log data, and develops procedures to increase fault tolerance;

Coordinate activities with other County Departments, local Public Safety agencies and New York State and Federal agencies to ensure seamless service delivery;

Provides guidance and assists in the development of resulting policy to meet required technology security protocols and data management practices within a multi-agency, collaborative Public Safety program;

Facilitates Public Safety system discussions between heads of local Law Enforcement agencies and/or elected officials and provides program analysis and reports to appropriate County Legislative Committees;

Recognizes and communicates to County Departments and other Tompkins County Public Safety agencies the constraints of particular systems and technology services and determines the limitations of application, technology, departmental and financial resources;

Receive, evaluate, prioritize, schedule work, and take action on customer requests for repair, installation or modification of Public Safety systems and the configuration thereof;

Maintain Public Safety systems with minimal disruption in service;

Provide help desk support for Public Safety systems users, including response to emergency calls for hardware, software, troubleshooting and/or repair.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Public Safety systems and network administration;

Thorough knowledge of micro computer and related technology;

Thorough knowledge of the principles and practices of computer programming and the capabilities and use of microcomputers, data processing, data communication and related technologies and equipment;

Thorough knowledge of governmental functions;

Good knowledge of applicable laws, rules and regulations governing the use of software, as well as the judicial and administrative interpretation related to these;

Skill in the operation of computer and communications equipment;

Ability to learn new technology;

Ability to establish and maintain effective working relationships with department heads, elected officials, heads of Public Safety agencies, computer users, software contractors, and members of the public requesting service;

Ability to perform work effectively within tight deadlines;

Ability to plan and supervise the work of others;

Ability to train users in the use of hardware, software and new technologies;

Ability to communicate effectively both orally and in writing;

Ability to write the technical portions of specifications for bid proposals;

Analytical reasoning ability;

Good judgment, resourcefulness, dependability;

Physical condition commensurate with the demands of the position.