I.T. Public Safety Technician

<u>**Nature of Work**</u>

This is skilled work involving technical tasks to support the Information Technology Department and other City Departments. The primary focus of this position is to support the technical needs of the police department, fire department, water department and maintenance/upkeep of the city's various supervisory control and data acquisition (SCADA) systems. As the need arises, this position supports the other city departments as well. This position may be required to provide technical assistance to emergency personnel during times of emergency. Job related duties require the ability to work flexible hours including evenings and/or weekends and participate in emergency callouts and after hours support as needed. Activities associated with the job require an Associate's Degree in Computer Science or Engineering (B.A. Degree preferred), or minimum of four years of technical experience working with the installation and repair of computer software programs and hardware components, strong organizational, interpersonal and decision making skills, ability to accurately diagnose, repair and maintain information and computer systems and the ability to remain current with emerging IT systems and infrastructure components. Job performance is evaluated by the Information Technology Director through review of the quality and quantity of work, ability to perform assigned job duties and follow daily instructions and physical capacity to perform the job.

<u>**Illustrative Examples of Work**</u>

- Troubleshoots various technology issues for with Police, Fire and Water Departments as and assist other city departments as needed.
- Coordinate day-to-day technology needs and service tickets with police, fire and water departments.
- Implements technology solutions such as password resets, operating system updates and initial loads, etc.
- Performs front-line technical skills including installing, troubleshooting, repairing and maintaining computers and related equipment
- Updates and/or upgrades computer software programs and hardware components and prepares and maintains files and records.
- Coordinates scheduled projects and communicates with vendors regarding timeline, installation, equipment, concerns, and any other needs that arise with the project.
- Communicates high level technical information to those with less technical expertise so that the information is easily understood.
- Works with IT Administrative Assistant with the coordination of purchasing and procurement activities for the police, fire, water departments and other city departments as needed.
- Assist with service to the water tanks or communication towers that require climbing to service SCADA equipment.
- Assists with making decisions that may have a very serious impact and potentially affect the entire organization and the general public.
- Interacts in a professional, effective, and courteous manner with the general public, appointed and elected officials, outside and/or third-party contractors/vendors, Department Directors and Supervisors and City employees.
- Assists with handling Information Technology Tickets, parts inventory, purchase orders and packing slips when necessary.

- Attends technical or professional classes, seminars, or conferences to improve technical or professional skills to remain abreast of current technologies.
- Reads, interprets and applies complex technical publications, manuals and related documents.
- performs related duties as required

Necessary Requirements of Work
Graduation from an accredited two year college or technical institution with an A.A Degree in computer science or engineering (B.A. Degree preferred); or a minimum of four years of technical experience working with the installation and repair of computer software systems and hardware components; sufficient strength and agility to perform the job in a variety of weather conditions; good decision making and interpersonal skills; ability to accurately deal with detailed information; ability to handle confidential and complex information; excellent written and verbal communication skills, considerable experience working with computer software applications, ability to accurately diagnose, repair and maintain information and computer systems; the ability to remain current with emerging IT systems and infrastructure ability to multi-task and organize; ability to respond to emergency situations in a timely and appropriate manner; climb water tanks and communication towers (must not be afraid of heights) or any equivalent combination of education and/or experience to provide the following knowledge, abilities and skills:

- Thorough knowledge of computer systems hardware and software maintenance, trouble shooting and networking; systems design, networking and computer operating systems.
- Thorough knowledge of hardware and software associated with the operations of a local area networking.
- Thorough knowledge of basic and virtual machine security and virtualization
- Thorough knowledge of modern office procedures, methods, techniques and equipment.
- Thorough knowledge of the operations, characteristics and requirements of computer configurations.
- Thorough knowledge of Information System Technology; computers, peripheral, devices, cabling and telecommunications equipment.
- Thorough knowledge of network and computer security practice; midrange systems servers, PC's and printers.
- Thorough knowledge of Windows Server operating systems, Virtual machines and Linux; word processing, spreadsheets, database, website and desktop publishing techniques.
- Thorough knowledge of active directory, group policy, TCP/IP, routers and firewall capabilities including the limitations, characteristics and uses of computer and records information systems.
- Thorough knowledge of methods and techniques used to maintain and repair computer equipment
- Thorough knowledge of the hazards of the work and necessary safety precautions.
- Considerable knowledge of the functions and operations of the City Administrative Department, City Information Technology Department, City Council and all other City Departments.
- Ability to read and understand manuals and work from sketches, drawings and diagrams.
- Ability to organize and perform work in an effective and efficient manner and consistently meet all established deadlines and reporting requirements.

- Ability to accurately diagnose and repair information system components in accordance with established safety procedures and protocols.
- Ability to interact in a professional and courteous manner with co-workers, elected officials, vendors, etc.
- Ability to make timely and appropriate decisions in response to situations encountered on the job.
- Ability to remain current on emerging and new technical advances in the information technology industry.
- Ability to consistently follow oral and written instructions.
- Ability to perform the physically demanding aspects of the job in a variety of weather conditions.
- Skill in the use of hand tools and diagnostic equipment utilized to diagnose, install, repair and maintain information system components.

Physical Requirements
- This is heavy work requiring the exertion of 100 pounds of force occasionally, up to 50 pounds of force frequently, and up to 20 pounds of force constantly to move objects
- Ability to use small hand tools, including those battery/electrically operated, requiring manual dexterity.
- Work requires climbing, stooping, kneeling, crouching, reaching, lofting, grasping, feeling, and repetitive motions
- Ability to climb ladders to extended lengths/heights for extended periods.
- Work requires reaching, repetitive motions, pushing and pulling walking, standing, carrying objects, operation of vehicle, operation of keyboard, bending, kneeling and crouching
- Work may be performed indoors with extended periods of sitting and extended periods of use of a computer keyboard, or performed outdoors with extended periods of activity depending in current projects.
- Tasks are occasionally performed with exposure to adverse environmental conditions with possible exposure to dust, dirt, fumes, lint, electrical shock-installation, etc.

Necessary Special Requirements
- Must complete a baseline physical including musculoskeletal screening, negative drug testing, satisfactory completion of background check and driving history check
- Possession of a valid Tennessee driver's license and the ability to be insured at standard vehicle liability rates.
- Must be able to pass required background checks for CJIS compliance

Pigeon Forge, Tennessee
FLSA- Non-Exempt
Grade 10 - $22.80/hr-$35.65/hr
10/26/22