

TOWN OF HAMDEN
Information Technology/Records Division Manager

Classified/Competitive
Department: Police Department

Bargaining Unit: UPSEU, Local 424, Unit #23
Salary: Range 6

POSITION DEFINITION:

Works under the general direction of the Chief of Police or his/her designee. Ensures that users of computer equipment and Mobile Data Terminals have access to LAN and WAN resources required to produce business results. Consults with police department supervisors and staff to provide distributed computing solutions and to ensure LAN/WAN design is sufficient to meet departments' needs. Using police information technology, provides technical guidance to all police employees. Supervises the Police Department Records Division, including staff.

SUPERVISION RECEIVED:

Receives administrative direction from the Chief of Police and/or his/her designated agent/official.

SUPERVISION EXERCISED:

Responsible for the supervision of Records Division Technicians and at the discretion of the Chief of Police other employees of lower rank.

EXAMPLES OF ESSENTIAL JOB DUTIES:

Identifies and initiates resolutions to complex end-user problems associated with departmental computer equipment, hardware, and software; Provides quality individual desk-side assistance as part of the problem resolution process to ensure optimum use of PC equipment; Responsible for preventative maintenance of electronic devices and computer/server room according to published standards; Plans and coordinates the purchase, installation, and implementation of computer related hardware and software according to established standards and procedures; Responsible for installation, repair, and replacement of infrastructure components. Handles the day-to-day operation and maintenance of local area networks and server environments; Configures desktop and laptop computers.

Analyzes the training needs of computer users, may recommend and perform user or police department training when necessary or required; Manages internal service level agreements with service providers; Responsible for optimal user access to file/print services; Responsible for adherence to standards for physical equipment security and cable management of assigned spaces; Able to prepare monthly status reports quantifying results of computing activities and/or database information and/or statistics as requested. Responsible for the configuration, setup, maintenance and troubleshooting of Mobile Data Terminals (MDT) computers and connectivity, software and hardware. Researches, recommends, develops and implements network and software solutions for the mobile reporting platform.

Responsible for internal police department server and network environments, maintenance, troubleshooting and in most cases management and administration of same. Responsible for the security of said networks and implements, recommends and researches secure solutions for same including firewall, antivirus, anti-spyware and/or anti-malware solutions. Responsible for the administration, research, implementing, planning, maintenance, updating and day-to-day operation of the department's Internet services and connectivity, Email services, security system including electronic access and camera systems, network security concerns, end user connectivity, telephone system including server administration and knowledge of IP telephony platforms and the server administration and operation of stated systems if so required and to such degree set forth by the Chief of Police and/or his/her designee.

Ensures that National Incident Based Reporting Statistics (NIBRS) data is compiled, validated, reviewed and disseminated to the State of Connecticut Department of Public Safety Crime Analysis Unit as required; Supervises records requests and record dissemination while ensuring compliance with the Freedom of Information Act (FOIA); Ensures that racial profiling data is compiled and forwarded to the required agencies in accordance with Connecticut State Statutes; Supervises the activities of the Records Division including, but not limited to, staff and scheduling, supplies, equipment and organization of records archiving.

KNOWLEDGE, SKILLS & ABILITIES:

- Ability to read, analyze, and interpret technical periodicals, professional journals, technical procedures and governmental regulations, to prioritize and analyze data and meet multiple deadlines. Must remain current of new trends and innovations in information technology. Ability to learn all aspects of software products used by the police department. Performs related work as required; Performs other duties as assigned;
- Ability to work independently, to solve practical problems, to follow instruction and provide clear, concise direction and to interpret a variety of instructions furnished both written and oral.
- Assists in the evaluation and makes recommendations for updating hardware and software relating to departmental computers/networks; Effectively presents information to supervisors and departmental staff; Assures safe working practices; Performs proper planning and implementation of PC and network projects;
- An understanding that police networks and information contained within are confidential and secure and that said concept is considered in IT solutions at all times. Must be able to maintain confidentiality of records and information that are part of work responsibilities.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit.

MINIMUM QUALIFICATIONS REQUIRED:

Bachelor of Science degree from an accredited college/university in computer science or related field plus three (3) years of progressively responsible experience in supporting a distributive computer environment. In addition, three (3) years of such experience in the administration of LAN/WAN systems and maintenance and experience working in a Windows server environment is required. Experience in computer aided dispatch, records management, Freedom of Information Act, security and vehicle based mobile computer systems is preferred. An equivalent combination of education and qualifying experience substituting on a year for year basis may be allowed.

SPECIAL REQUIREMENTS:

Must possess and maintain a valid Connecticut Driver's License. May be required to possess and maintain a valid COLLECT/NCIC system certification from the State of CT or obtain same through the police department within one (1) year of appointment. Must remain current in the information technology field consistent with the police department's IT needs including training and certification requirements determined by the Chief of Police. Applicant must meet and maintain the highest legal and ethical standards. No applicant will be accepted with any felony conviction.

Applicants will undergo a rigorous and in-depth background investigation, including a polygraph examination, and a comprehensive medical examination that includes drug testing, prior to employment. An applicant may be disqualified for poor employment history, recent use of illegal drugs, or previously undetected criminal activity. Candidates will be required to authorize a release of personal information including, but not limited to, educational, financial/credit agencies and institutions, medical history, employment history, legal complaints, arrests, or convictions and motor vehicle history. Any omission, falsification, fabrication, lie or misleading statement will automatically result in disqualification from further consideration of employment.

PHYSICAL/MENTAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds at a time. Specific vision abilities required by this job include close vision. Must be able to see objects closely, as in typing or reading a document. Able to hear normal sounds with background noise. Must be able to concentrate on fine detail with normal interruption, attend to a task for 45-60 minutes at a time, remember multiple assignments given over periods of time and understand the theories behind several related concepts. Must have satisfactory organization skills and maintain a neat, organized work environment.

The Police Chief reserves the right to reject any eligible candidate whom, on the basis of background and character investigation or medical examination, does not appear to be the most suitable qualified candidate for the position in accordance with the provisions of the Hamden Civil Service Commission's Rules and Regulations.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task and responsibility. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

Approved by the Civil Service Commission on: March 7, 2011.