

Town of Avon

Title: Information Technology Specialist
Department: Information Technology

Created: August 2022

Position Summary: Maintain, plan, and coordinate all aspects of Town technology, including but not limited to set up, maintenance, modifications and replacement of employee-used hardware and software, for desktop/laptop computers, facsimile machines, networked copiers, and scanners. Facilitate all employee access to Town of Avon network accounts and databases. Install, set-up and maintain ongoing functionality of Mobile Database Terminals in Police vehicles. Oversight and maintenance of all Police Department servers and networks, as well as surveillance systems at the Police Department and the Dog Pound. Work with outside vendor to ensure all Town telephones maintain constant functionality.

Supervision Received: Receives general supervision from the Town Library Director/IT Committee Chairperson and Police Department-specific supervision from the Chief of Police. Plans and organizes work independently, self-prioritizing to respond to service needs and project demands for the Town.

Supervision Exercised: n/a

Essential Functions: Network administration for the Police Department (PD) network and COLLECT system network, including troubleshooting hardware issues associated with all PD desktops, servers, printers, laptops, and Mobile Data Terminals (MDTs); maintenance of a network diagram depicting both the general PD network along with the separate COLLECT network.

Software and server administration (Police Department network server, CAD/RMS database server), including installation of antivirus software on all Department computer equipment and troubleshooting software and database issues associated with PD recordkeeping systems. Additionally, set-up new desktop IP addresses.

Mobile Data Terminals (initial set-up including installation of software, monitoring, and applying updates, maintaining functionality, and troubleshooting hardware, software and communication issues associated with in-car MDTs).

Administer and troubleshoot Police Department's body-worn cameras and in-car camera systems (hardware functionality and download of data).

Obtain quotes and give recommendations for purchase of new desktops, laptops, and printers for Police Department. Configure and customize new desktops, including set-up of IP addresses, establishing access to various network resources and shared folders and installation of various third-party software (Nexgen Public Safety Computer-Aided Dispatch (CAD) and Report Management System (RMS)).

Provide First level support to the Central Communications (Dispatch) Center call recording system.

Maintain hardware including server administration which requires continuous monitoring of the Police Department's servers for functionality and capacity.

Work with the Town's managed IT services provider to facilitate user access to and efficient use of hardware and software resources across Town departments. Troubleshoot PCs, printers, and other peripherals. Assist new employees with on-boarding, including setting up email accounts and accessing network resources, installing new software, configuring, and deploying new hardware, and providing training on technology

assets. Serve as an on-site liaison between the Town and IT vendors and consultants. Document IT processes and procedures and keep an accurate and up-to-date inventory of hardware. Assist with special projects.

Incidental Job Responsibilities/Duties: Coordinate Outlook email set-up with Town IT vendor; work with Town and APD personnel on special projects; coordinate administration of Police Department's personnel log-in accounts with the State of Connecticut Information Sharing System; download and storage of video/audio data from APD video surveillance systems, including DUI booking videos; provide support for the Town's phone system, including addition of new phone lines/extensions, relocation of desk and wall phones and designation phone numbers/extensions and set-up of voicemail accounts; coordinate environmentally sound recycling of obsolete IT hardware.

Physical, Mental Requirements/Work Environment: Required for essential duties; reasonable accommodations will be considered under the Americans with Disabilities Act; this list is not all inclusive and may be supplemented as necessary. Performs duties in an office environment. Routinely and intermittently exposed to computer screen and must take periodic breaks from screen. May have to sit or stand for long periods of time. May be required to lift and move light to medium weights, for example, office supplies, computer hardware, etc. Uses repetitive motions in operating office equipment, including keyboards, calculators, check signers, fax machines and copiers. Must be able to hear clearly (correctable to within normal limits) to record telephone information, and to see to complete applications and forms. May be required to occasionally drive to off-site training classes. There is some stress in dealing with public and meeting deadlines.

Knowledge, Skills and Abilities Required: Knowledge of computer security and network systems. Ability to setup and configure computer hardware, software, and peripherals. Knowledge of CAD Systems, Mobile Data Terminal (MDT) software, License Plate Recognition and other SQL server applications and software. Ability and willingness to develop a comprehensive knowledge of software application packages supported by the Town and Police Department including Mobile Data Terminal (MDT) software and other SQL server applications and software. Ability to estimate and manage computer resource requirements, communicate with end users on a non-technical level, develop and apply technical documentation, and analyze, design, and implement computer systems. Ability to comprehend and resolve the problems experienced by staff using software application programs, use diagnostic tools to troubleshoot software/hardware problem, read and comprehend technical manuals and apply their contents to solving software and hardware problems, work with and interpret needs for a variety of users. Ability to work independently with minimal supervision. Ability and willingness to maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with staff.

Minimum Qualifications Required: Bachelor's Degree in Computer Science or associated field, and a minimum of one (1) year of professional work experience in network or software support; or any equivalent combination of training and experience.

Preferred: Knowledge of law enforcement/police duties.

Licenses and/or Certification: Current Driver's license.

Note: The above descriptions are illustrative of tasks and responsibilities. This job description is not meant to be all-inclusive of every task and responsibility.