INFORMATION SYSTEMS ASSISTANT

Definition:

Under general supervision performs and/or coordinates the implementation, installation, and maintenance of selected automated systems in the Police Department; trains staff on the proper use of hardware/software; performs a variety of, monitoring and other automated system tasks involving sensitive data and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent in the class include the following:

Uses Computer Aided Dispatch (CAD), Records Management System (RMS) and other Police Department related training materials/lesson plans to train Police Department employees on the proper use of law enforcement related hardware and software.

Oversees the Police Department computer training room and assists staff members using the system and facility.

Monitors Police Department mobile data computers for proper operating conditions and needed repairs.

Responds to reports of malfunctioning equipment/software and provides on-site software support as needed.

Troubleshoots, repairs and/or coordinates automated system repairs with the applicable department, the Information Technology (IT) Division and applicable contractors.

Acts as a liaison between software/hardware contractors, the Police Department and the IT Division.

Coordinates staff training and repair of automated systems with appropriate Police Department and IT supervisors.

Updates software on a variety of assigned automated systems including mobile systems.

Tracks incoming and outgoing shipments of automated and related equipment for repair.

Creates and revises related procedural updates and documents for staff use; tests new/procedural updates related to hardware and software and reviews changes to software revisions.

Operates a personal computer and other automated system equipment and uses applicable software.

Uses basic hand tools including a variety of screwdrivers.

Lifts and moves computer equipment and related items weighing 50 pounds or less and works in confined spaces as needed for updating/troubleshooting automated systems in vehicles.

Other Duties and Responsibilities Include:

Performs other projects/tasks as assigned.

Drives a vehicle on City business.

Class Characteristics:

Information Systems Assistant is a single incumbent classification in the IT Division of the Administrative Services Department assigned to the Police Department, with duties related to the implementation, installation and maintenance of automated systems and staff training in the Police Department. .

Contacts and Relationships:

The Information Systems Assistant establishes and maintains contact with staff in the Police Department and in the IT Division. Additional contact may occur with vendors/ contractors.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class include the following:

Knowledge of:

Microsoft Windows operating systems.

Automated technology systems used in municipal law enforcement including personal computer hardware.

Information systems support, training and maintenance principles, practices and methods.

English usage, spelling and grammar.

AND

Ability to:

Communicate effectively orally and in writing.

Read and apply technical documents related to applicable automated systems.

Use training materials, create lesson plans and train staff.

Troubleshoot automated systems for repair needs and update software on a variety of automated systems.

Tests procedural updates, new hardware/software updates and BETA software.

Understand and carry out oral and written instructions.

Establish and maintain effective relationships with those contacted in the course of work.

Operate a personal computer and use applicable software.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Graduation from high school and 30 units of completed study towards an Associates or Bachelors Degree from an accredited college or university in Information Systems Management or a related field.

AND

Experience:

Two years of experience implementing, supporting and maintaining automated systems to include some experience with municipal law enforcement automated systems.

Special Requirements Include:

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work a flexible schedule including some nights and weekends to accommodate City needs.

Must be able to successfully pass a Police Department pre-employment screening process.

Physical Tasks and Working Conditions Include the Following:

Work is performed primarily indoors in an office environment. The incumbent sits for extended periods of time, uses basic hand tools, operates a computer, keyboard and related equipment, stands, walks, bends, reaches, grasps, kneels, crouches, crawls, twists and lifts and moves computer components and related items weighing 50 pounds or less. The incumbent works in confined spaces when troubleshooting/updated automated equipment installed in vehicles, may drive a vehicle on City business and must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt.

Established July 2006