



BOONE COUNTY JOB DESCRIPTION

JOB TITLE:	Technology Research Operations Analyst	NEW: _____	REVISED: _____ <u>X</u>
		<small>(Please check one)</small>	
REPORTS TO:	Captain	FLSA: <u>Non-Exempt</u>	DATE: <u>01/20</u>
DEPARTMENT:	Sheriff's Department		JOB CODE: <u>202</u>

SUMMARY:

Under general supervision of the Services Captain, the Technology Research Operations Analyst maintains law enforcement software and hardware packages, manages and maintains law enforcement fleet and related equipment, and supports Sheriff's Department personnel.

ESSENTIAL FUNCTIONS:

*Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY and is **not** a comprehensive listing of all functions and tasks performed by incumbents of this class.*

- Provides central point of contact for customers and users to report all support and problem tracking issues with the department fleet.
- Tracks and monitors issues with department fleet vehicles and fleet related equipment using appropriate software and programs.
- Responds to helpdesk requests (calls, e-mails, and in-person) for department fleet/mobile related issues.
- Assists with annual budget requests and procurement of vehicles, radios, and other fleet related equipment.
- Coordinates intake and disposal of fleet vehicles.
- Maintains inventory of department fleet and fleet related equipment.
- Assigns department vehicles to personnel and performs the duties of a fleet manager for department vehicles.
- Coordinates upfitting of department vehicles with vendors.
- Provides consulting, technical support and tracking of issues with department vehicles and installed equipment.
- Removes aftermarket equipment and prepares used vehicles for disposal.
- Coordinates support and implementation issues between IT, department, and staff.
- Installs, modifies, upgrades, and makes minor repairs to aftermarket fleet equipment.
- Assists with the administration of the in-car and body camera systems.

- Provides technical assistance, training, and support to employees regarding fleet operations, 2-way radios, and fleet related equipment.
- Programs and assigns radios as needed.
- Responsible for research and analysis of new law enforcement equipment and any corresponding replacement of existing equipment with new standards.
- General 12 volt troubleshooting with law enforcement specific equipment installed in patrol cars.
- Works with county departments and other agencies to coordinate communications and reduce connectivity issues.
- Performs all other duties as assigned.

KNOWLEDGE AND SKILL:

1. Knowledge of English grammar, punctuation, and spelling; advanced skill in communicating effectively using the English language, both orally and in writing.
2. Knowledge of the criminal justice system in the State of Missouri.
3. Ability to learn and apply policies, procedures, documents, and terminology affecting assigned functions.
4. Strong ability to work independently and as part of a team.
5. Ability to observe and interpret situations analytically and objectively and react appropriately.
6. Ability to meet deadlines; accept direction; carry out directives; and follow instructions.
7. Advanced ability to multi-task and successfully prioritize a large workload.
8. Ability to maintain a high level of accuracy and attention to detail with above average organizational abilities.
9. Advanced ability to operate personal computers and standard software applications related to law enforcement processes and procedures, including records management software, jail management software, and Microsoft Windows and Office Suite.
10. Ability to become proficient in the product specific software needed to manage department 2-way radios and aftermarket fleet related equipment.
11. Strong mechanical aptitude specifically related to motor vehicles.
12. Good knowledge of the principles and practices of computer science and automotive 12-volt circuits.
13. Ability to research and analyze law enforcement related technology, programs, software, hardware, equipment, as well as fleet related topics/matters.
14. Ability to learn about and appropriately handle a variety of sensitive, expensive, and/or potentially dangerous law enforcement equipment (e.g., firearms, fingerprint scanners, license plate reader cameras, etc.)
15. Establishes and maintains working relationships with various law enforcement agencies, the judicial system, government agencies, and other organizations that foster effective communication.
16. Skill in use of electrical diagnostic equipment, as well as hand and power tools while bending, laying, crawling, and squatting, etc. to maneuver in tight quarters.
17. Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace.

PHYSICAL DEMANDS:

Some of the work is performed in a professional office setting; however, work is often performed in a garage setting or outside. Incumbent regularly operates department vehicles and is required to occasionally travel, but overnight travel is infrequent. Must possess vision to read printed materials and a computer screen; as well as hearing and speech abilities to communicate in person and over the telephone.

Position requires CONTINUOUS sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils, electronic components and repair tools. FREQUENT side-to-side turning of neck, walking, standing, bending, and stooping, pushing/pulling, twisting at waist, squatting, kneeling, and reaching at and above shoulder height; working in awkward positions; moderate to heavy wrist torque to use mechanical tools; moderate to heavy grasping to manipulate tools and objects; lifting objects weighing up to 75 lbs. and transporting over significant distances as needed.

WORK ENVIRONMENT:

This position primarily operates in an office environment or a garage type setting; however, at times the incumbent is required to conduct work outside in varying weather conditions. As such, the position requires various types of attire. The incumbent routinely uses office equipment, such as but not limited to computers, calculators, multi-line telephones, photocopiers, printers, scanners, and filing cabinets. Additionally, the incumbent uses various hand tools, diagnostic tools, electrical tools/equipment, pneumatic tools/equipment, and other power tools/equipment. This position is routinely in contact with the public, Boone County employees, elected officials, and members of other entities.

This position will regularly be required to handle a variety of electric components, weapons, ammunition, sharp objects, and tools that could be hazardous to employee health if improperly handled/misused. The incumbent will be expected to wear appropriate personal protective equipment (e.g., gloves, eye protection, etc.) as needed.

Position requires the ability to work overtime when necessary, as well as, the ability to work different shifts, including holidays and weekends.

MINIMUM QUALIFICATIONS:

Must be 21 years of age or older; must not have any felony convictions or convictions for crimes involving moral turpitude; must not have other criminal convictions within the last 2 years, excluding minor traffic violations; no marijuana use or possession in the past two (2) years, and no other illegal drug use or possession in the past five (5) years; vision acuity correctable to 20/40 in at least one eye; must possess a valid operator's license at time of application and a valid Missouri operator's license at time of appointment. Applicant must pass a pre-employment drug screen, demonstrate the ability to type 35 net WPM, possess vision to read a computer screen and printed materials as well as safely interact with the public, and possess hearing and speech abilities to communicate in person and over the telephone.

Two year degree and one year experience in one or more of the following: the operation and maintenance of personal computers and peripherals; maintaining Windows Operating Systems; advanced use of MS Office; analyzing and hands-on troubleshooting of electrical problems; the operation and maintenance of electronic/mechanical equipment including 12-volt DC systems; compiling, analyzing and presenting statistical data; or an additional two years' experience in one or more of the above mentioned areas in lieu of the two year degree;

Applicant must meet minimum qualifications set forth by the FBI and MSHP CJIS Security policy.

PREFERRED QUALIFICATIONS:

Comp TIA A+ Certification; Experience in radio communications and/or radio programming.

Please note this job description is not designed to cover or contain a comprehensive listing of functions, tasks, activities, duties, responsibilities, knowledge, and skill that are required and deemed necessary for all incumbents of this class. Specific functions, tasks, activities, duties, responsibilities, knowledge, and skill may change at any time with or without notice.