ASHEVILLE, NORTH CAROLINA

Classification Specification

Technology Specialist
Job Code: 6115
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to test, evaluate, implement, and maintain various devices used to collect digital evidence and related cloud-based storage.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides technical support for law enforcement digital evidence collection equipment and cloud-based storage systems, such as digital in car and body-worn camera systems, interview room video systems, and transport van video systems, or other equipment and systems, as assigned: evaluates disabled equipment; identifies, resolves, and/or repairs problems to restore service to user in a timely and efficient manner; maintains and reviews digital evidence stored in cloud-based storage platform; and ensures that equipment and systems operations are in compliance with applicable policies, procedures, rules, regulations, laws, and ordinances.

Maintains and repairs assigned equipment: ensures availability and proper operation of products for maintenance and repair activities; configures equipment; reviews, tests and analyzes function and operation of installed and repaired products per agency standards; identifies deficiencies and makes repairs, modifications or replacements as needed; completes maintenance and repairs in timely manner and with minimal disruption to customer;

removes equipment from service as needed; and maintains related documentation.

Troubleshoots problems and errors with equipment and cloud-based storage platform: identifies problems and provides resolution to issues; makes modifications to configurations to correct errors and problems; conducting audits of digital evidence; monitors compliance of assigned systems with established policies, procedures, guidelines, and industry standards and best practices; identifies deviations, errors, and problems; initiates any actions necessary to correct deviations or violations; escalates problems to other City staff and vendors as needed; and ensures systems and equipment are functioning properly and per agency standards.

Maintains vendor contact information and communicates with vendors as needed: serves as department liaison to relay information, resolve equipment malfunctions, and when replacement parts are needed.

Conducts training programs for new users of digital evidence collecting equipment and cloud-based storage platform: provides information and instruction regarding equipment and system function, usage, and related department policies and procedures.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession: reviews professional publications, technical manuals, and websites to increase knowledge of digital evidence collection, cloud-based storage platforms, and related emerging technologies; and attends and participates in related committees, conferences, workshops, and training sessions as appropriate.

Communicates with supervisor, other City employees, vendors, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, equipment repair logs, status and discrepancy reports, repair requests, audits, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Information Technology, Criminal Justice, or a related field required; supplemented by three years of experience in law enforcement, data and information management, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, humidity, rain, electric currents, traffic hazards, bright/dim lights, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.