MAJOR FUNCTION

General Technical Support Analyst II: This is advanced technical work assisting in evaluating, implementing, and maintaining computer system software; and designing, developing, and implementing a Citywide data communication tools and networks. Work is performed under the general supervision of the Senior Technical Support Analyst and is reviewed through conferences and written reports for achievement of desired objectives.

Technical Support Analyst II – Public Safety Digital Technical Support:
This is advanced technical work assisting in evaluating, implementing, and maintaining the operation of body worn camera equipment and software to access and utilize body worn camera video, office equipment including desktop and laptop computers, printers, facsimile, and copy machines. Work is performed under the general supervision of the Program Manager and is reviewed through conferences and written reports for achievement of desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties
General Technical Support Analyst II: Participates in the analysis and implementation of system software. Assists the Senior Technical Support Analyst in advising the Information System Services staff on efficient uses of system software. Monitors and analyzes system performance and documents problems. Assists in selecting, evaluating, and implementing system hardware. Reviews system software and helps develop recommendations concerning acquisition and implementation of such software. Assists in the planning, scheduling, and implementation of the Citywide data communications network and applications. Assists in the development, organization, and maintenance of a functional operating system for data communications users. Maintains a current knowledge of communications terminals, modems, data phone lines, and equipment. Provides assistance to achieve maximum efficiency of the overall data communications network. Helps develop training for the Information System Services staff on the concepts and characteristics of the data communications network and systems software and assists in keeping the staff informed of changes in requirements. Performs related work as required.

Technical Support Analyst II – Public Safety Digital Technical Support:
Participates in the analysis and implementation of body worn camera equipment and system software. Assists the Program Manager in advising the Tallahassee Police Department staff on efficient uses of system software. Monitors and analyzes system performance and documents problems. Assists in selecting, evaluating, and implementing system hardware. Reviews system software and helps develop recommendations concerning acquisition and implementation of such software. Assists in the planning, scheduling, and implementation of digital equipment and software. Prepares, import and purge files in compliance with policies, procedures, regulations, general orders, rules and public records law. Catalogs all body worn camera recording footage, ensuring accessibility, and cross-referenced to case files. Maintains a current knowledge of worn camera equipment and software. Provides assistance to achieve maximum efficiency of the overall equipment and software. Helps train the Tallahassee Police Department staff on the use of the digital equipment and video redaction techniques. Assists with public and intra agency requests for video records. Provides support to the Real Time Crime Center and the Drone program.

Other Important Duties
General Technical Support Analyst II: Assumes supervisory role in the absence of the Senior Technical Support Analyst. Assists lower technical support analyst in the performance of their duties as necessary. Performs related work as required.

Technical Support Analyst II – Public Safety Digital Technical Support: Performs related work as required including on call support.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

General Technical Support Analyst II: Considerable knowledge of data communications techniques and equipment, computer software, operating functions, and programming activities. Ability to work effectively with other technical personnel involved in the developing and implementing systems software and the evaluation and installation of hardware. Ability to keep oneself informed of developments in the data communications field. Ability to conduct independent research and define results. Ability to communicate effectively, both orally and in writing. Highly developed skills in the use of computer devices (i.e., laptops, desktops, mobile devices, etc.) and the associated programs and applications necessary for successful job performance.

Technical Support Analyst II – Public Safety Digital Technical Support:
Extensive knowledge of body worn camera equipment and associated computer software for body worn camera video. Considerable knowledge of modern management practices and procedures; Ability to work effectively with other technical personnel involved in the developing and implementing systems software and the evaluation and installation of hardware. Ability to keep oneself informed of developments in the digital technology field. Ability to conduct independent research and define results. Ability to communicate effectively, both orally and in writing. Highly developed skills in the use of computer devices and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

General Technical Support Analyst II: Possession of a bachelor's degree in data processing, information systems, computer science, or a related field and two years of experience that includes computer systems analysis and/or programming, one year of which must include technical experience in systems software or data communications; or an equivalent combination of training and experience.

Technical Support Analyst II – Public Safety Digital Technical Support:
Possession of a bachelor's degree in information systems, computer science, public administration, business administration or a related field and five years of experience performing computer systems evaluations/analysis or compliance in a law enforcement environment; or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

This position includes a variety of responsibilities and requires a high degree of sensitivity to confidential matters. The selected applicant must successfully complete a criminal background check including fingerprints. Must obtain Criminal Justice Information Systems (CJIS) certification within 30 days of employment required.

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