

MAJOR FUNCTION

This is responsible technical, supervisory and administrative work managing the day-to-day operations of the Tallahassee Police Department's public safety information management systems and services. Work involves consulting with customers to gather information and determine requirements for information systems, coordinating and directing appropriate technological solutions and, through assigned staff, providing front-line technical support for the resolution of problems related to public safety information applications and processes. This employee is expected to exercise considerable independent judgment in administrative and technical matters. Work is performed under the general supervision of an administrative supervisor and is reviewed through observations, conferences, written reports, and the achievement of desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Coordinates all resources and staff necessary for the maintenance, modification, and/or implementation of computer and application systems of the Tallahassee Police Department's public safety information management services. Manages the planning, design, development and implementation of various projects, and assigned systems. Confers with representatives from City, County, State, and external vendors to ascertain areas in which additional support may be provided. Determines the feasibility of technical services requested; analyzes commitments and priorities relative to services requested; and coordinates with staff to develop project schedules. Manages contractors and vendors providing information management goods and or services to the department. Initiates reviews, surveys, or studies of business processes and procedures. Reviews all requests for enhancements in software and hardware for new and existing computer systems that are not provided through the Information Systems Services Department. Ensures that appropriate standards are met for acquisition, compatibility, and maintenance of computer systems. Develops and administers the unit's operating and capital budgets. Recommends the approval or denial of merit increases. Recommends the selection, transfer, advancement, discipline, grievance resolution or discharge of assigned personnel. Performs related work as required.

Other Important Duties

Acts as a vendor contact for software and hardware problems. Conducts independent research to keep abreast of software and hardware advancements and technology. Serves on cross-functional teams to represent and present the public safety perspective on information management issues. Completes special projects as needed. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities, and Skills**

Thorough knowledge of system analysis, project planning, and system design and implementation techniques. Considerable knowledge of design of distributed systems, both hardware and software, including large-scale computer systems, client-server methodology, open systems, and relational database management systems (RDMS) facilities and functions. Ability to analyze and convert system requirements into design specifications. Ability to conduct independent research and define results. Ability to communicate ideas and concepts effectively, both orally and in writing, to system users in a non-technical manner. Ability to readily detect malfunctions in vendor hardware and software, and to coordinate effectively with vendor representative in the solution of the problem. Ability to logically analyze situations and set priorities involving multifaceted projects. Ability to establish and maintain effective working relationships as necessitated by the job. Skill in the use of computers and a wide variety of peripheral equipment, applications and programs necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in data processing, management information systems, computer science, public or business administration and four years of professional experience that includes computer systems analysis, database analysis, or technical support. One year of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment. (At the department director's discretion, the noted license may not be required).

Established: 10-25-93
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