

PUBLIC SAFETY TECHNICAL SPECIALIST

50-N

DISTINGUISHING FEATURES OF THE CLASS: This position involves providing technical support related to one or more application programs to support the needs of public safety departments. Work is performed on reports, upgrades, technical fixes and modifications that cannot be performed by end users. The work is performed under the supervision of the Chief Information Officer and the Information/Network Security Officer or designee with leeway for independently performing the routine duties of the position.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Provides technical advice, suggestions, diagnosis and solution of problems related to the performance of Public Safety CAD database software;

Diagnoses causes of application software failures and makes recommendations for medications to the application as may be required to alleviate the problem;

Provides assistance to application users who employ application-reporting tools in the performance of their duties;

Diagnoses problems with interfaces to data sources required by the application;

Provides technical advice and assistance to other department staff as appropriate;

Maintains software reference documents and related manuals, problem tracking software and other reference materials that may be required to support assigned applications;

Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including recent and potential work problems and suggestions for new or improved techniques;

Accesses protected health information (PHI) in accordance with departmental assignments and

guidelines defining levels of access (i.e. incidental vs. extensive);

Performs related work as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Thorough knowledge of application software, including relationship of supported applications to operating systems, connectivity to appropriate databases and configuration for effective operation. good knowledge of microcomputer systems and procedures, including both operating systems and application software; good knowledge of office terminology, procedures and equipment; ability to diagnose computer system and network operational problems as they may relate to supported software; ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language; ability to understand and follow oral and written instructions; strong analytical, problem solving and interpersonal skills; ability to perform a wide variety of duties and responsibilities with accuracy and speed under set deadlines; initiative; and resourcefulness.

MINIMUM QUALIFICATIONS: Either

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree or higher in Computer Science or a related field and two (2) years of networking engineering experience in a large enterprise environment with specific knowledge of network operating software; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associates Degree and four (4) years

- of experience as described in (A) above; or
- (C) Graduation from high school or possession of a high school equivalency diploma and six (6) years of experience as described in (A) above; or
- (D) An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Public Hearing:N/A

NYS Civil Service Commission Approval: N/A

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