

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Systems Specialist	Job Family: 2
General Classification: Professional	Job Grade: 28

Definition: The Systems Specialist is a single-position, civilian classification, responsible for the operating, configuring, and managing of public safety information technology, two-way radio, dispatch, and telecommunications systems Citywide.

Distinguishing Characteristics: This classification is distinguished from all others in the City service due to its specialization in the management of 9-1-1 and emergency dispatch-related technology systems. This position will operate, configure, manage, and maintain public safety systems, including, but not limited to, computer-aided dispatch (CAD); Police Records Management Systems (RMS); Police and Fire Mobile Data Computer (MDC); California Law Enforcement Telecommunications System (CLETS); specialized interfaces; and the public safety radio communications systems. Receives technical and functional supervision from the Senior Systems Specialist and general direction from the Public Safety Support Services Manager.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Configures, monitors, installs, and maintains the mission-critical public safety systems used by the Police and Fire Departments.
2. Develops and programs application programs and management statistics on computer systems.
3. Maintains desktop and portable computer equipment and deploys public safety-specific application software to Police and Fire computers.
4. Works with vendors to document errors or failures and assists in troubleshooting, gathering log and diagnostic data, and ensuring effective resolution of issues with public safety systems. Maintains effective relationships and coordinates upgrades, repairs, installation, and maintenance services with vendors.
5. Conducts systems analysis and troubleshoots a variety of computer equipment, application software, network, and specialized interfaces. Proactively investigates errors, failures, and anomalies to ensure reliable ongoing operations across the catalog of public safety systems.
6. Researches and recommends appropriate computer, network, and related hardware and software for purchase. Coordinates with City staff on necessary vendor service maintenance agreements.

7. Maintains Microsoft Windows-based mobile data computer systems (MDC) in Police and Fire Department vehicles, including mobile cellular router equipment and related software. Troubleshoots issues with MDCs and cellular router and connectivity issues with the City's designated cellular provider. Maintains catalog of computer images to ensure rapid recovery/deployment of repaired or new computers.
8. Coordinates Police and Fire Department smartphones, including equipment and service ordering, application deployment, and mobile device management (MDM) platform.
9. Maintains fixed asset inventory of designated public safety computer, network, radio, and telecommunications equipment and maintains catalog of public safety software, including licenses and support/maintenance agreements. Provides updates to Finance and Administrative Services and other City departments regarding fixed asset equipment, additions, deletions, and changes.
10. Writes procedures and instructional material for staff use of computerized data services; provides training to Police and Fire Department staff and, as appropriate, to staff in other City departments.
11. Performs other related duties as assigned.

Minimum Qualifications:

Knowledge of: Law enforcement and fire-related systems and programs; electronic data processing principles; computer and radio equipment; methods and practices relative to public safety information and dispatching systems; equipment and software used in computer-aided dispatch; methods used in planning, installation, and maintenance of electronic equipment; supervision; principles of public safety dispatch, personnel, and fiscal management.

Ability to: Learn the operational characteristics, services, and activities of law enforcement and public safety programs; utilize written and computer-based software and hardware documentation in order to troubleshoot, diagnose, identify, and solve common problems associated with information systems hardware, software, and network infrastructure; support and troubleshoot desktop, portable, and mobile (vehicular) computers, utilizing Microsoft Windows operating systems and a networked environment; effectively comprehend and coordinate a variety of data processing and telecommunications systems and programs; perform systems analysis and develop programs to meet user needs; analyze, troubleshoot, and correct technical problems in data processing and telecommunications systems; work with mechanical and electrical hazards; work independently; establish priorities and meet deadlines; relate effectively with a wide

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variety of systems users; periodically direct the work of dispatching staff; and work extended or irregular hours as required.

Experience and Training Guidelines: A combination of relevant experience, education, and training that satisfies the required minimum qualifications, knowledge, and abilities.

Equivalent to a bachelor's degree from an accredited college or university in computer science, information systems, public administration, or a related field, and one year of experience in information system support.

OR

Equivalent to an associate's degree in computer science, information systems, public administration, or a related field, plus three years of increasingly responsible experience in information system support.

Experience working with public safety computer systems is highly desirable.

Required Licenses or Certificates: Valid California Driver License and possession of or ability to obtain certification as a full access CLETS user within one year of appointment.

Working Conditions: May be required to work extended or irregular hours. For critical issues, must be available for contact after normal business hours.

Established: 1990

Revised: September 2023

HRD/CLASS SPECS

Systems Specialist