



CITY OF PEABODY
HUMAN RESOURCES DEPARTMENT
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JOB POSTING

**Peabody Police Department
Job Title: Information Technology Specialist**

Location: Police Dept., 6 Allen Lane
Supervised By: Chief of Police or his designee.
Supervises: No direct supervision of staff.
Hours of Work: 40 hrs. per wk., Mon. thru Friday. As Police operate 7 days per wk, 24 hrs per day, this position may be called upon to be available, as needed, beyond normal hours.
Annual Pay: Depending on education, experience and certifications; min. \$46,000 to max. of \$50,000

Overview of Position: (Full job description is available at the HR Dept., City Hall)

The Information Technology Specialist at the Peabody Police Department will serve as a technical specialist for the development, implementation, management and support of systems and networks in use by the Peabody Police Department as well as any future systems and technology requirements. Provide front line support in a timely manner to police department employees for all technology related issues by performing technical assistance and IT problem resolution activities. Create, implement, document, and maintain procedures related to the police department's information systems,

Qualifications: Associate's degree in computer science, math, or related field; three (3) years of progressively responsible experience in computer installation and networking. Demonstrated experience with a broad range of: operating systems, components, and applications; workstation and peripheral configurations and applications. CTIA A+ certification required; Network+, MCP preferred; VMS and solid Microsoft Office experience preferred. An equivalent combination of relevant coursework, technical certification(s) and experience which demonstrates the capacity required will be considered. A thorough back ground check to include drug screening will be required prior to employment.

Need is current and applications will be considered as they are received; closing date is 12/10/14.

To apply: a qualified applicant will find a City employment application form available on the City of Peabody website or can be obtained at the Human Resource office at City Hall; or send a resume and cover letter to Director of HR, Peabody City Hall, 24 Lowell Street, Peabody, MA 01960; e-mail cathy.trombley@peabody-ma.gov; fax 978-538-5982. The City is an EOE

PEABODY POLICE DEPARTMENT

CIVILIAN INFORMATION TECHNOLOGY SPECIALST

CIVIL SERVICE: OFFICIAL SERVICE; will be provisional appointment pending process as determined by the Commonwealth.

HOURS P/ WEEK: 40 hours per week, Monday through Friday*

Summary of Position Responsibility:

The Information Technology Specialist at the Peabody Police Department will work with broad discretion in the support of the smooth and efficient delivery of technology services to meet Police Department requirements. The IT Specialist assumes a leadership role in the delivery and support of technology resources; evaluating overall system security, performance, utilization and capacity. The position will serve as a technical specialist for the development, implementation, management and support of systems and networks in use by the Police Department; Criminal Justice Information Services (CJIS), Massachusetts Statewide Emergency Telecommunications Board (SETB) and other entities as well as any future systems and technology requirements.

Supervised By:

Chief of Police or his designee.

Supervisory Responsibilities:

No direct supervision of staff. The IT Specialist participates in the development of project plans and their implementation.

Duties and Responsibilities

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is related or a logical assignment to the position.)

Essential Duties:

Provides front line support in a timely manner to police department employees for technology related issues by performing technical assistance and problem resolution activities in response to user requests and questions. Maintain records of technical assistance activities.

Assist the central station and remote staff with troubleshooting IT questions and software issues for software used within the police department and for minor network issues. Assists users of the software to learn and make decisions on how to access and utilize software of the dept.

Provision of new computer/laptops/user accounts/email accounts/telephones for employees. Assist with purchasing of equipment, including making recommendations and locating vendors and competitive pricing. Contact, coordinate and supervise vendors and other external parties, as directed, to ensure the smooth distribution and support of the technology investment. Maintain records of inventory related to technology services and purchasing activities.

Maintain licensing information; and inventories of the police department's computer and network hardware and software. Ensure that the licensed software, on the network, is current. Provide OS and application level support; provide software installation; secure e-mail usage and configuration; assure backup procedures and other support functions.

Develop, deploy and maintain appropriate anti-virus practices and procedures.

Implements, and maintains effective security measures with regard to both internal and external access to the City's network resources.

Assist in the development and implementation of disaster recovery plans and procedures.

Label and map all LANs, workstations and printers.

Manage user accounts, access privileges, system policies and logs consistent with established policies. Participate in the maintenance of the police department Web sites and social media accounts.

Provide advice in technology planning to ensure organizational operational goals will be met. Remain current on emergent technologies and recommend proper utilization.

Support IT resources through the evaluation, repair, upgrade or replacement, as appropriate, of equipment and / or systems; evaluate need, acquire and distribute technology resources.

Monitor, document, and maintain complex network systems (routers, bridges, etc); evaluate and recommend appropriate configuration standards.

Monitor, document, and maintain complex communications protocols (tcp/ip, smnp, smtp, etc); evaluate and recommend appropriate configuration standards.

Monitor, document, and maintain nodes, interfaces, supplemental services (modem pool, vpn, etc); evaluate and recommend appropriate configuration standards.

May plan and implement new computer applications as they become necessary; e.g. modifies programs and/or systems to comply with new laws, government statistical changes, and government agencies, which modify computer data exchange policies and record information

Participate in the development of appropriate policies and recommend procedures to ensure department requirements are met related to the maintenance of the police department's information systems.

Evaluate the need, plan, conduct or arrange for appropriate training and staff development.

Performs similar or related work as required, directed or as the situation dictates.

Special Considerations:

Must maintain strict confidentiality, consistent with applicable Police Department requirements and City, State and Federal requirements Must possess a thorough understanding of technology ethics. The position holder must maintain status as free of incidents that would prohibit access to Police information and confidential information. The Specialist will advise, interact and consult with all levels of staff and therefore must communicate clearly, effectively and appropriately with a variety of employees and others, both orally and in written form. Regular attendance at the work place is required.

Errors could result in reduced levels of service, and have direct legal and financial impact.

*As Police work is performed 24 hours, every day, situations may arise which will require the position holder to respond to Police needs outside of normal business days and hours.

JOB ENVIRONMENT:

Work is performed under typical office conditions; the noise level is usually moderate.

May be required to perform duties of the position at the department out-stations.

PHYSICAL DEMANDS:

Ability to input and retrieve information from a computer; operate all computers and peripherals, telephone, power and hand tools, and other standard office equipment; use of hands and fingers is required. Makes frequent contact with police department employees and vendors. Contacts are in person, in writing and by telephone and will involve an information exchange dialogue. Verbal interaction requires hearing in normal conversation and on phone without impediment. Requires vision for reading accurately from a variety of texts, written reports and computer monitors. May require lifting of up to 25 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

RECOMMENDED MINIMUM QUALIFICATIONS:

A minimum of three years experience in a similar position and an Associates Degree in Math, Computer Technology or a related field of study. A combination of demonstrated relevant experience and/or training and education can substitute for degree.

Demonstrated experience in the support and maintenance of client workstations, peripherals and complex networked systems. Demonstrated experience with a broad range of: network operating systems, components, and applications; workstation and peripheral configurations and applications. CTIA A+ certification required; Network+, MCP preferred; VMS and Microsoft Office experience desired.

A thorough background check to include drug screening is required.

Skills, Knowledge and Abilities:

Detailed knowledge of computer and network technology and concepts.

Ability to read, analyze, interpret and act on complex technical information provided in written and verbal form. Ability to provide technical reports and procedural documentation in written form. Ability to present information to, and field questions from, other professionals, both individually and in groups. Ability to clearly and concisely communicate both orally and in writing technical issues to non-technical staff. Ability to set and manage priorities independently. Ability to establish and maintain effective working relationships with others.

kpb: 11/17/14