



City of Hendersonville  
Tennessee

**Notice of employment opportunity**

**POLICE DEPARTMENT**

**Computer Systems Specialist**

Entry Level Salary: \$49,730 or higher DOQ  
Current employee's starting pay depends on employee's current pay rate per the City's  
Promotion/Demotion policies

FLSA status: Non-Exempt

**Job Summary**

This position assists in IT operations for the Hendersonville Police Department by coordinating the programming, operations, and maintenance of the computer systems for the Police Department. Key responsibilities are to maintain all aspects of a Police Records Management System. This includes advanced data mining, statistical reporting, creation of custom SQL queries and custom programming interfaces. Other daily duties may include assisting with laptop support, general server management, evidence gathering, network management, pc repair/replacement, password resets, account creation and other general IT needs. Hendersonville Police Department is a very high paced atmosphere, sometimes with emergent needs requiring twenty-four-hour support to meet mission goals.

**Minimum Qualifications**

- Associates Degree or higher in course of study related to the occupational field or a combination of related experience, course work, certifications and work experience.
- Experience sufficient to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for a minimum of 2+ years.
- Minimum of 4 years working in an Information Technology Department with Law Enforcement experience is preferred.

**Knowledge and Abilities**

- Advanced knowledge and experience in maintaining SQL server databases with the ability to craft complex queries for data mining and statistical purposes.
- Experience in Law Enforcement RMS systems preferred, with the understanding and ability to query meaningful reports specialized for public safety needs

- Ability to create custom programs and web applications using industry standard programming languages to include VB.Net, C# and ASP.Net.
- Advanced knowledge and experience in creating custom reports in tools such as Crystal Reports and or Microsoft SQL Reporting Services.
- Good understanding and experience in managing Active Directory, group policy objects and their implementation.
- Good understanding and experience in implementing networking protocols, wireless networks, VPN technologies and firewall configurations. Experience with Fortinet and Netmotion VPN products is preferred.
- Solid understanding and experience in mobile fleet management, drive cloning, image creation and computer repair.
- Ability to assist in providing service for a 24-hour fleet sometimes requiring after hours onsite assistance.
- Ability to assist in some manual labor such as wire pulling, hanging antennas, unloading deliveries.
- Ability to maintain, repair and support equipment located in space constrained vehicles.
- Must be able to pass a background check.
- Must be CJIS Level 4 Security trained, or able to obtain within the first two months of employment.

### **HOW TO APPLY**

Complete the City of Hendersonville **Job Application** and submit to the Personnel Department at Hendersonville City Hall by **Tuesday, June 4, 2019 at 4:00 PM CST**. You can find these applications at <http://www.hvilletn.org/> and view the Human Resources page or come by City Hall and pick them up.

Also include a Resume, a Cover Letter highlighted your work experience relevant to this position, a copy of your college transcript(s) and any relevant certifications you currently obtain in your application packet.

Return or email your completed application packet to the Personnel Department at [personnel@hvilletn.org](mailto:personnel@hvilletn.org) or at the following address:

Hendersonville City Hall  
 Attn: Personnel Department  
 101 Maple Drive North  
 Hendersonville, TN 37075

### **DOCUMENTS REQUIRED**

In order to be considered for this position, you **MUST** meet the Minimum Qualifications listed on the Job Description **AND** provide the following by the deadline:

- Job Application
- Resume
- Cover Letter highlighting experience relevant to this position
- Copy of your college transcript(s), and any other relevant and valid certifications

**JOB TITLE:** Computer Systems Specialist

PD/7

**DEPARTMENT:** Police

**JOB SUMMARY**

This position coordinates programming, operations, and maintenance of computers systems for the Hendersonville Police Department.

**MAJOR DUTIES**

- Ensures compliance with all applicable laws, rules, regulations, standards, policies and procedures; utilizes safety equipment, and monitors work environment to ensure safety of employees and other individuals; initiates any actions necessary to correct deviations or violations.
- Coordinates operations and maintenance of computers systems for the department; polls users on programming need; identify changes needed to existing system; specifies future requirement for new equipment or modifications to existing equipment; determines status of systems and provides status reports to supervisor; makes data wiring connections and repairs.
- Maintains, troubleshoots and supports the Records Management System.
- Configures new computer systems; updates and increases files and their sizes; monitors file sizes and status; converts data from one type to another. Assists in maintaining all servers and networking infrastructure and also assists in maintaining all telecommunication equipment.
- Develops and writes computer programs for general use; designs and develops databases; trains users on operation of programs.
- Responds to requests for reports, programs, or information to enable users to utilize and maintain data; retrieves requested information; develops requested reports. Compile, query and analyze data to create custom reports and needed statistics.
- Creates custom programs when needed using industry standard programming languages.
- Provides training, information, and technical assistance to users regarding computer operations, procedures, problems, program operations, software functions, and other related issues; assists other agencies with computer related requests with supervisor approval.
- Operates various computers systems, peripheral equipment, office equipment and tools, such as a personal computer, network server computer, printer, monitor, terminal, server, tape drive, CD-ROM drive, modem, scanner, voice mail system, telephone, copy machine, facsimile machine, calculator, ladder, floor tile puller, voltmeter, line analyzer, general hand tools, and other industry related tools commonly used in the field of Information Technology.
- Responds to support tickets and assists personnel with general I.T. needs.
- Deploy, maintain, support and troubleshoot mobile devices and provides copies of in-car video evidence when requested.
- Enters commands into computer system to start operations, correct errors, operate peripheral equipment, and perform related functions; enters, retrieves, reviews, or modifies data in computer programs or operation systems.
- Develops backup strategies and performs data backups onto tape, diskette, or other media; verifies backups; stores backups in secured location.
- Troubleshoots and tests computer equipment and programs; monitors working conditions of equipment to ensure proper operations; identifies data errors, line failures, and equipment malfunctions; checks data line continuity and electrical power to computers; initiates appropriate action to correct errors, recover data, and obtain maintenance.
- Contacts service representatives and provides information concerning operational or mechanical problems as appropriate.

- Performs preventative maintenance and cleaning of computers and other equipment as needed; performs general maintenance tasks, such as loading paper into printers, clearing paper jams, or replacing printer ribbons and toner cartridges; assists in maintaining emergency generator; assists in replacing bulbs as needed.
- Monitors inventory of job-related departmental equipment, parts, tools, and supplies; initiates requests for new or replacement materials.
- Assists in planning long term equipment needs for the department; project planning and implementation and provides recommendations for purchase, upgrade or replacement of systems, programs, or related components; provides budgetary input.
- Maintains logs of system operations, modifications, maintenance, and other activities.
- Prepares or completes various forms, reports, correspondence, source codes, statistical reports, accounting reports, case tracking reports, vehicle maintenance records, or other documents.
- Communicates with supervisor, employees, other departments, users, laws enforcement agencies, vendors, service representatives, sales representatives, outside companies, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Maintains a working knowledge of a variety of computer operating systems, programming languages, and software programs, which may include word processing, spreadsheet, database, desktop publishing, records management, graphics, program development, networking, remote control, communications, terminal emulation, diagnostic, Internet, or other programs; learns new operating systems, computer languages, and computer programs.
- Maintains an awareness of new technologies, programs, equipment, trends, and advances in the profession; reads professional manuals and publications to increase knowledge of computer operations; completes individualized training program, reviews technical manual and internal documentation outlining guidelines for departmental policies and operation of computer systems and peripheral; attends workshops and training sessions as appropriate.
- May perform the duties of supervisor in the absence of the same.
- Performs other related duties as assigned.

#### **KNOWLEDGE AND SKILLS REQUIRED**

- Knowledge of the principles and practices of police administration.
- Knowledge of instructional techniques and procedures.
- Knowledge of modern office practices and procedures.
- Knowledge of department policies and procedures.
- Knowledge of applicable federal and state statutes, City government ordinances, and department policies and procedures.
- Knowledge of mainframe and personal computer hardware systems and their application in police information and communications systems.
- Knowledge in use of VB.Net, C# and ASP.Net.
- Advanced knowledge and experience in creating custom reports in tools such as Crystal Reports and or Microsoft SQL Reporting Services.
- Skill in maintaining records and writing reports.
- Skill in file management and basic bookkeeping.
- Skill in operating various office equipment including a typewriter, calculator, copier, facsimile machine, mainframe and personal computers, and various printers.
- Skill in planning, organizing, and decision making.
- Skill in dealing with the public.
- Skill in oral and written communication.
- Skill in developing programs and extended publication.

**SCOPE AND EFFECT**

The purpose of this position is to coordinate, maintain, and administer the Police Department computer system and Information Technologies. Successful performance ensures the accuracy of administrative records and the police information system and facilitates further work processes within the department.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The work is typically performed in an office while sitting at a desk or table while standing or stooping. Includes wire pulling, hanging antennas, and unloading equipment deliveries. Installation, maintaining repairing and supporting equipment in space constrained vehicles. The employee occasionally lifts light and heavy objects.

**SUPERVISORY CONTROLS:** This position reports directly to the Law Enforcement IT Manager.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** None

**MINIMUM QUALIFICATIONS**

- Associates Degree or higher in a course of study related to the occupational field or a combination of related experience, coursework, certifications and work experience.
- Experience sufficient to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for a minimum of 2+ years.
- Minimum of 4 years working in an Information Technology Department with Law Enforcement experience is preferred.

**FLSA Status:** Non-Exempt

**Pay Grade:** 18