

MOBILE TECHNOLOGY SPECIALIST

Bureau of Computer Services

Division of Operational Support

Salary Range: 112 (\$37,276 - \$59,642)

Duty Hours: 8:00 AM to 4:30 PM, Monday through Friday, with flexibility to meet Department needs.

DEFINITION: An employee in this job class is responsible for performing work of considerable difficulty in the installation, modification and minor repairs to microcomputer and server hardware, software systems and provides technical assistance including training to users. Work entails security management, support of mobile computers, workstation troubleshooting and hardware installation and repair and assistance with IT budget planning and preparation. Work is performed under the administrative direction of the Director, Bureau of Computer Services.

EXAMPLES OF DUTIES:

- Administer and perform Active Directory maintenance duties.
- Provide technical support and training to system users in order to resolve hardware and software application issues and user interface problems.
- Administer and maintain Virtual Server environment.
- Assist with IT planning and budgeting of varied software applications in order to facilitate the implementation of technology solutions in the work unit.
- Perform preventive maintenance to network, virtual server and mobile environment.
- Install or affect repairs as necessary to support Department mobile technology.
- Administer wireless and wide area interface to Police systems.
- Coordinate NCIC Code 1000 network.
- Performs related work as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Considerable knowledge of specialized information system terminology, software applications and dedicated local area network operations.
- Considerable knowledge of Windows 2008/2003 server environment.
- Knowledge of VMware virtual server management.
- Knowledge of Active Directory administration.
- Knowledge of Network protocols (DNS, DHCP, TCP/IP, and FTP).
- Knowledge of wireless and wired networks.
- Knowledge of SAN infrastructure management.
- Considerable knowledge of the functions of peripheral computer equipment and procedures followed in their operation.
- Considerable skill in operating system equipment to accurately and rapidly produce a variety of simple and complex reports, records and related information.
- Skill in using and maintaining specialized system software packages and related documentation.
- Skill in developing user manuals and providing training or assistance in system applications.
- Ability to follow detailed instructions and procedures.
- Ability to work and communicate effectively with system users, Department personnel, technical staff, and system and service vendor representatives.

TRAINING AND EXPERIENCE:

Bachelor's Degree in Computer Science or an equivalent combination of training and experience. Probationary period must have been successfully completed. Must possess a valid State vehicle operator's license.