

TITLE: System Administrator / Radio Technician
GRADE: 23 \$59,526 - \$70,000

DEPARTMENT: Police Department, City of Franklin

JOB SUMMARY:

Under limited supervision maintains and updates anti-virus and malware solutions, firewalls, SPAM filters, Web filters and the Mobile Device Management solution, maintains existing police department server environment including physical and virtual hardware, oversees the police department's Cybersecurity, which includes security policies, security patches for all department systems, maintains email archive solution, and Disk to Disk Backup Solution, maintains the Microsoft Exchange environment, assists Network Engineers when needed with administration of VoIP telephone system, MAC's and appliances. Will assist project teams with technical issues in the Initiation and Planning phases of the standard Project Management Methodology to include defining needs, benefits, and technical strategy; research & development within the project life-cycle; technical analysis and design; and support of operations staff in executing, testing and rolling-out the solutions. Participation on projects is focused on smoothing the transition of projects from development staff to production staff by performing operations activities within the project lifecycle. Must be able to exercise tact and courtesy in frequent contact with system users and employ initiative and independent judgment in completing assigned tasks. Performs technical work in repairing and maintaining radio communications equipment and systems. Work involves repairing complex radio communications systems. Work also involves installing, troubleshooting, and minor repair of communications systems and vehicle emergency lighting systems.

MAJOR DUTIES:

- Maintains and supports Windows Operating System for servers including file servers, database servers, Exchange servers, print servers, etc.
- Administers backups of all servers, both physical and virtual.
- Will Oversee the department's Cybersecurity, may write / re-write current policy, patch systems keep anti-virus updated manage firewalls, filters and mobile device management.
- Maintains Microsoft Exchange environment including mailbox management, cluster replication, database maintenance, mailbox quotas, etc.
- Administers, creates and maintains Active Directory, Group Policies, user groups and permissions.
- Manages and maintain the IP address scheme.
- Updates and maintains Antivirus/Spam filters as well as Internet Content filters and Anti-virus server.

- Supports infrastructure servers running DNS and DHCP.
- Assists with Moves/Add/Changes (MACs) for department VoIP solution.
- Repairs two-way radios and pagers, vehicle camera systems, docking stations and power supplies for mobile computers, troubleshoots vehicles and repairs radio problems.
- Programs two-way radios and pagers and builds code plugs for radios.
- Inspects tower sites and equipment to ensure equipment is functioning properly.
- Maintains and updates databases of radio equipment.
- Coordinates with vendors to ship radios, pagers, camera vaults and test equipment for repair; maintains records to keep track of each item; maintains/updates an inventory of radios and related equipment.
- Removes, installs and repairs mobile radios in department vehicles; installs mobile, portable, and fixed communications equipment; trains employees on operation of radio and related equipment.
- Prepares work orders for repair and maintenance of communications equipment or vehicle lighting systems; repairs vehicle lighting equipment.
- Must be capable of providing credible courtroom testimony.
- Performs other related duties as required.
- Must pass a polygraph examination and thorough background/credit investigation to be considered for employment.

KNOWLEDGE REQUIRED BY THE POSITION:

- Ability and skill to perform professional and administrative tasks to analyze department operations and provide input regarding the implementation of new software, services, and processes to meet the technological needs of the department.
- Ability to review and provide input regarding vendor products.
- Must be able to use and interpret electronics and communications terminology.

- Ability to comprehend, interpret, and apply regulations, procedures, and related information.
- Ability to read a variety of reports, informational and technical documentation, directions, instructions, and methods and procedures.
- Ability to read, understand, and interpret technical reports and related materials.
- Ability to use mathematical formulas to perform required calculations which may include addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.
- Ability to evaluate, audit, deduce, and/or assess data using established criteria, includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.
- Ability to demonstrate troubleshooting and problem-solving skills.
- Knowledge of the methods and techniques for development and administering programs.
- Ability to assemble information and make written reports and documents in a concise, clear, and effective manner.
- Ability to prepare work orders, and maintenance reports, etc., using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to apply principles of rational systems.
- Ability to utilize mathematical formulas; to add and subtract totals; to multiply and divide; to determine percentages and decimals; to performs calculations involving variables and polynomials.
- Ability to inspect items for proper length, width and shape.
- Ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under varied levels of stress.
- Knowledge of the principles and practices of communications engineering, repair and maintenance.

- Knowledge of the materials and parts used in the repair of communications systems and equipment.
- Knowledge of the current literature, trends and developments in the fields of communications engineering, maintenance and repair.
- Ability to effectively communicate and interact with supervisors, members of the general public, and all other groups involved in the activities of the department.
- Ability to use independent judgment and work with little direct supervision as situations warrant.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.

SUPERVISORY CONTROLS: Work is performed in accordance with departmental rules and regulations under the direction of the Deputy Chief of Police.

GUIDELINES: Guidelines include city ordinances, department policies and must be able to exercise tact and courtesy in frequent contact with system users and employ initiative and independent judgment in completing assigned tasks. Performs technical work in repairing and maintaining radio communications equipment and systems

COMPLEXITY: The work consists of varied system administration and radio technician duties. The amount of work to be performed contributes to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to maintain the city's firewalls, Spam filters, web filters and the Mobile Device management solution. Successful performance in technical analysis and design; and support of operations staff in executing, testing and rolling-out the solutions.

PERSONAL CONTACTS: Contacts are typically with other city personnel, contractors, vendors, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS: Must be physically able to operate a computer, etc. Must be able to exert up to 40 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Tasks require some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight. Requires the ability to:

coordinate hands and eyes in using soldering, communications, and computer equipment and machinery; handle a variety of variety of items, technician's tools, mechanics hand tools, office equipment, control knobs, switches, etc.; differentiate between colors and shades of color. Must have minimal levels of eye/hand/foot coordination. Must be adaptable to performing under minimal stress when confronted with an emergency. Requires the ability to articulate and interpret information which involves terminology or concepts not familiar to others. Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear).

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is usually quiet.
- Must report to work during inclement weather.
- Subject to call back for duty during emergency situations such as disasters and severe storms.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- College graduate or equivalent with vocational or technical school training in server and back-end system maintenance, electronics/ communications maintenance or closely related fields with a minimum of three to five years of experience working with servers and related operating systems.
- Setting up, maintaining and upgrading back-end systems; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Employee must possess and maintain a valid driver's license.
- Knowledge of the policies, procedures, and activities of the City and/or departmental practices as they pertain to the performance of duties relating to the position of Systems Administrator/ Radio Technician.
- Knowledge of the systems and software programs that are being developed or are in existence in order to communicate to management and end users about the possibility of upgrades and software changes.

System Administrator / Radio Technician, Police Department

Page 6

- Skilled in and has the technical experience to effectively analyze and design the specifications for new implementation.

- Ability and skill to perform professional and administrative tasks to analyze department operations and provide input regarding the implementation of new software, services, and processes to meet the technological needs of the department.

PREFERRED QUALIFICATIONS:

- A certification of Network+, A+, Microsoft Server and Electronic/Computer Technician certification by NABER and/ or APCO.