

## **NETWORK SUPPORT SPECIALIST – LAW ENFORCEMENT**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a highly specialized position responsible for overseeing a law enforcement agency's technical operating systems including computers, communications and security devices. The incumbent is expected to be able to analyze and adapt rapidly changing technologies to keep the agency at the forefront of data and communication management, while functioning as a 24 hour a day organization. Work is performed under the general direction of administrative staff with a considerable level of collaborative interaction with staff and technical leeway in carrying out duties. Supervision of others is not a normal function of the position. Depending on the agency, the position may work other than normal hours or be required to respond to emergency situations.

### **TYPICAL WORK ACTIVITIES:**

The following is indicative of the level and types of activities performed by positions in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Installs, maintains and updates IT systems including desktop computers, network routers, servers, and printers;
2. Installs, maintains and updates network security including firewalls, network monitoring, password administration and encryption systems;
3. Installs, maintains and updates telecommunication systems within the department, including PBX network, voice mail, voice logger, computer aided dispatching and FAX services;
4. Installs, maintains and updates mobile data terminal and video recording equipment in patrol vehicles;
5. Installs, maintains and updates facility access and security systems including card readers, locks, alarms and video surveillance equipment;
6. Maintains integration with New York State and National Criminal Justice networks and databases;
7. Performs programming tasks for customization and integration of equipment and systems;
8. Maintains proper documentation of purchase, installation, operation, and maintenance of equipment and systems;
9. Provides user support to staff on third party and custom desktop and system software;
10. May work with vendor and contractors on purchase, installation or integration of equipment and systems.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of current data, voice and video communication devices and technologies sufficient to analyze, install, maintain and update all technological systems used by a modern law enforcement agency;

Ability to evaluate new and changing technologies in computers, communications, security and video systems related to law enforcement;

Ability to maintain and protect technological technologies at a law enforcement agency on a 24 hour basis;

Ability to communicate technical concepts effectively, both orally and in writing;

Ability to maintain strict confidentiality on the agency's technical systems, security, and confidential information

Ability to establish and maintain effective working relationships;

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**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:** (Cont'd)

Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER:       (A)     Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in data processing or a closely related field *and* one (1) year of work experience which primarily involved the installation and full support of computer and LAN systems, of which at least three (3) months involved work for a law enforcement agency or emergency dispatch center;
- OR:            (B)     Five (5) years of full-time work experience which primarily involved the installation and full support of computer and LAN systems, of which at least three (3) months involved work for a law enforcement or emergency dispatch center;
- OR:            (C)     An equivalent combination of training and experience within the limits of (A) and (B) above.

**SPECIAL REQUIREMENTS:**

1.     Candidates must be able to transport and install equipment weighing approximately 45 pounds at a variety of locations.
2.     An appointing authority **may** require eligibility for a New York State Motor Vehicle Operator's License at time of application, and possession of said license at time of appointment.

ADPOTED:    9/21/16