

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: INFORMATION SYSTEMS MANAGER - LAW ENFORCEMENT / JUDICIAL
CLASS CODE: 2033

FLSA STATUS: EXEMPT
SUPERVISORY STATUS: SUPERVISOR

EFFECTIVE DATE: 03/09/2016 (Revised 03/26/2008 Version)
DEPARTMENT: INFORMATION SYSTEMS

JOB SUMMARY

Under minimal direction of the department head, reviews, analyzes, modifies, designs, and implements applications including encoding, testing, debugging, documenting, specification writing, installation and training. Coordinates the implementation of the Utah County Law Enforcement/Judicial/Security and related information technology systems including acting as a Project Coordinator and System Administrator for purchased software systems and packages, as well as functioning as a Systems Analyst/Programmer designing, developing, and maintaining custom application software and developing methods and procedures for integrating and consolidating data and data access across these systems.

CLASS CHARACTERISTICS

This is a manager classification level responsible for major systems implementation.

ESSENTIAL FUNCTIONS

Manages the implementation of various Law Enforcement, Judicial and Security-related systems including Computer-assisted Dispatch (CAD), Records Management & Report Writing Systems (RMS), Jail booking, Medical, Dental, Inmate Movement, Pay-To-Stay, Work Release, Warrants, Animal Control, and other security systems.

Coordinates data exchange between various disparate systems including all Utah County local law enforcement systems, the State of Utah law-enforcement network, NCIC, NLETS, BCI and others.

Serves as a Systems Administrator for various purchased software systems. Maintains user account information, passwords, and other security credentials for all systems.

Trains officers, supervisors, and judicial and clerical personnel in all operational aspects of each system and serves as a resource for resolving systems errors and procedural problems.

Analyzes user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations and may analyze or recommend commercially available software.

Performs system administrator duties on assigned hardware and application systems and monitors assigned systems to diagnose problems.

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Analyzes, designs, programs, debugs and maintains systems for use by County departments with the use of object oriented programming tools.

Acts as technical support for users including training, installation and troubleshooting for both hardware and software.

Documents and tracks resolutions and work progress for all work activities.

Supports a multi-agency 3rd party law enforcement system.

Performs system administrator duties on hardware and software over multi-platforms.

Designs and creates database tables, functions, and procedures.

Develops database-related functions, hardware and telecommunications requirements and overall application needs.

Supervises and directs the activities of System Analysts, Programmers and other department personnel as assigned.

Prepares and conducts performance appraisals on assigned personnel.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

Object-oriented programming.

Oracle Relational Database technology.

Personal computer systems including Windows, Networks, Servers, etc.

UNIX Systems.

Microsoft Windows, scripts and API's.

Open client/server programming, architecture, Windows NT servers and workstations.

PC networking and server technology.

Law enforcement, judicial and security procedures and practices.

Data backup and recovery systems such as Symantec Netbackup, etc.

Skill in:

Project and team leadership.

Systems design and programming including knowledge of Power Builder, Visual Basic, C, JavaScript, or similar object-oriented development languages.

Designing and maintaining databases.

Troubleshooting computer hardware and software problems.

Communicating technically complex information.

Meeting and dealing with the public effectively.

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Ability to:

Perform system administrator duties.
Set own priorities and work with minimal supervision.
Analyze user needs and convert requirements into computer-based procedures and systems.
Maintain cooperative relationships with those contacted in the course of work activities.
Supervise and direct the work of others.

PHYSICAL DEMANDS

Typically:

Sit at a desk or table.

Occasionally:

Walk, stand, and stoop.
Lift or otherwise move objects weighing up to 50 pounds.
Work for sustained periods of time maintaining concentrated attention to detail.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office, library, computer room, or other environmentally controlled room. Work is located at the Utah County Security Center (Jail).

EDUCATION AND EXPERIENCE

Equivalent to a Bachelor's degree in computer programming or a closely related field; and five (5) years of computer programming experience including the performance of system administrator duties. Preference may be given to applicants with supervisory experience.

Selected applicants may be subject to a background check.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.