State College Borough
Specialist, Data & Communications
Job Description

REPORTS TO: Assistant Chief of Police   **DEPARTMENT:** Police Administration
ROLE & LEVEL: P2   **FLSA STATUS:** Exempt

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WORK OBJECTIVE:
The Data & Communications Specialist provides software application services and supports police staff by troubleshooting technology equipment failures, writing and generating reports from the police records management system, preparing various publications, and researching and assisting in the preparation of grant requests. Work is performed independently under limited supervision with moderate latitude. Position typically requires processing and interpreting of more complex, less clearly-defined issues.

EXAMPLES OF ESSENTIAL FUNCTIONS:
The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Provides technology support to the police to include hardware, software and all associated applications
- Serves as the first point of contact for software usage issues and troubleshooting technology equipment malfunctions, in coordination with the Information Technology Department; tracks outstanding issues and works toward a resolution
- Communicates information to the public via social media and other outlets; assembles press releases; updates information on the police department's section of the Borough website
- Provides surveillance support for the Borough/police camera system; assists in finding archived footage; provides information regarding live situation monitoring as needed
- Researches and conducts analysis pertaining to departmental initiatives

<u>Supervision:</u>
- None

KNOWLEDGE, SKILLS, AND ABILITIES:
- Knowledge of police information systems database software applications
- Skill in the use of Microsoft Office products (Word, Outlook, Excel, Publisher, PowerPoint Crystal Reports, and Access)
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work

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Revised:

- Ability to maintain strict confidentiality of sensitive employee and organization information at all times
- Ability to resolve technical issues related to report creation, data manipulation and report calculations
- Ability to work together in a team environment and coordinate tasks and priorities to achieve effective use of time and resources
- Ability to multi-task while working with tight deadlines and shifting priorities
- Ability to maintain detailed accurate records and create and maintain databases
- Ability to communicate effectively, verbally and in writing

MINIMUM QUALIFICATIONS:
Bachelor's degree in communications, information technology or related field; supplemented by two or more years of experience with computer systems and software applications; or an equivalent combination of education, certification, training, and/or experience. This position requires a criminal background evaluation and a valid Pennsylvania Driver's License.

In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.

PREFERRED QUALIFICATIONS:
- None

PHYSICAL REQUIREMENTS:
Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Usually involves some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing. Tasks may involve extended periods of time at a keyboard or work station.

ENVIRONMENTAL REQUIREMENTS:
Tasks are regularly performed inside without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

SENSORY REQUIREMENTS:
Tasks require sound and visual perception and discrimination. Tasks require oral communications ability. Tasks may involve identifying and distinguishing colors.

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The job description does not constitute an employment agreement between State College Borough and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

State College Borough is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, State College Borough provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

_____ _____
Name (print) Supervisor's Name (print)

_____ _____
Employee Signature Supervisor's Signature

_____ _____
Date Date

Created: March 2016
Revised: