Information Systems Manager – Law Enforcement
Job Description

Department:	Information Systems
Position:	Career Service
Starting Step:	56, Table 14
Supervisory:	Yes
Reports to:	Director – Information Systems

Summary

Under minimal direction of the Director – Information Systems, review, analyze, modify, design, and implement applications including encoding, testing, debugging, documenting, specification writing, installation and training. Coordinate 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.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Manage 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.
2. Coordinate 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.
3. Serve as a Systems Administrator for various purchased software systems.   Maintain user account information, passwords, and other security credentials for all systems.
4. Train 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.
5. Analyze 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.
6. Perform system administrator duties on assigned hardware and application systems and monitors assigned systems to diagnose problems.

7. Analyze, design, program, debug and maintain systems for use by County departments with the use of object oriented programming tools.
8. Act as technical support for users including training, installation and troubleshooting for both hardware and software.
9. Document and track resolutions and work progress for all work activities.
10. Support a multi-agency 3rd party law enforcement system.
11. Perform system administrator duties on hardware and software over multi-platforms.
12. Design and create database tables, functions, and procedures.
13. Develop database-related functions, hardware and telecommunications requirements and overall application needs.
14. Supervise and direct the activities of System Analysts, Programmers and other department personnel as assigned.
15. Prepare and conduct performance appraisals on assigned personnel.

Knowledge, Skills, and Abilities

Knowledge of object-oriented programming
Knowledge of Oracle Relational Database technology
Knowledge of personal computer systems including Windows, Networks, Servers, etc
Knowledge of UNIX Systems
Knowledge of Microsoft Windows, scripts and API's
Knowledge of open client/server programming, architecture, Windows servers and workstations
Knowledge of PC networking and server technology
Knowledge of law enforcement, judicial and security procedures and practices
Knowledge of data backup and recovery systems such as Symantec Netbackup, etc.
Skilled in project and team leadership
Skilled in systems design and programming including knowledge of Power Builder, Visual Basic, C, JavaScript, or similar object-oriented development languages
Skilled in designing and maintaining databases
Skilled in troubleshooting computer hardware and software problems
Skilled in communicating technically complex information
Skilled in meeting and dealing with the public effectively
Ability to perform system administrator duties
Ability to set own priorities and work with minimal supervision
Ability to analyze user needs and convert requirements into computer-based procedures and systems
Ability to maintain cooperative relationships with those contacted in the course of work activities
Ability to supervise and direct the work of others

Supervisory Responsibility
This position has direct supervisory responsibility, and does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment, library, or computer room. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. This job is located at the Utah County Security Center (Jail).

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift office supplies up to 30 – 50 pounds.

Position Type/ Expected Hours of Work

Incumbent must work 80 hours each pay period to maintain full-time status. There is availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

This position requires up to 5 percent travel.

Required Education and Experience

1. Equivalent to a Bachelor's degree in computer programming or a closely related field
2. And five (5) years of computer programming experience including the performance of system administrator duties

Preferred Education and Experience

1. Preference may be given to applicants with supervisory experience

Additional Eligibility Qualifications

1. Selected applicants may be subject to, and must pass, a background check

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

For Office Use Only

Class Code: 2033	Worker's Compensation: Clerical
Class Title: Information Systems Manager – Law Enforcement	Background Level: Civilian
FLSA: Exempt	Safety Sensitive: No
Effective Date: 07/07/2017	DOT: Yes
Public Safety: No	

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

HR Director _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position

Employee_____ Date_____