



TOWN OF JACKSON
JOB DESCRIPTION

JOB TITLE: Systems Administrator - Sworn	LAST UPDATED: 2021
PAY BAND: 18	FLSA STATUS: Exempt
DEPARTMENT: Information Technology, Police Department	SUPERVISOR: IT Director, Chief of Police

Job Purpose: Conducts technical support, implementation, systems backup, and administration of information technology (IT) systems including computer hardware and software applications for the Jackson Police Department. As a sworn police officer, investigates crime with an emphasis on computer and technology related criminal activity and other crimes as necessary, enforces local municipal ordinances, state statutes, and federal statutes as applicable. Generates search and arrest warrants, case management, writes police reports, affidavits, completes standardized forms, makes arrests, transports inmates, assists with crime scene processing and evidence collection as necessary, provides safety functions at special events, covers patrol division shifts as necessary, attends annual training and maintains peace officer certification. Provides recurring technology training to all PD officers and staff.

Supervision: Works under general direction of IT Director and Chief of Police

Supervision Exercised: Has no supervisory responsibilities.

Essential Duties and Responsibilities:

(This list does not include all duties and responsibilities that may be assigned to this position.)

Conducts and maintains enterprise data security including CJIS compliance. Administrates enterprise network security in coordination with the Systems Architect and Network Engineer.

Conducts investigative data forensics functions for Police Department and Town of Jackson, including litigation-related data preservation and data/video production and editing in coordination with the Town legal staff.

Performs work related to Active Directory user accounts and network resources for the Jackson Police Department.

Installs, maintains and troubleshoots Police Department servers and workstations—both operating systems and hardware—as assigned and provides support of desktops, peripherals and networked computers, and technology devices and user accounts.

Installs and maintains mobile communications and mobile data terminals and in-car technology systems for the Jackson Police Department.

Provides computer and IT technical support and exceptional internal and external customer service, including user training and support, and system troubleshooting.

Assists Systems Architect and Network Engineer as directed with wireless network maintenance, and Police Department Web pages and design in coordination with the Webmaster (Systems Architect).

Performs all related functions of a sworn-police officer as necessary.

Desired Minimum Qualifications:

Education and Experience:

Any combination of education and experience providing skill and knowledge for successful job performance is required. Typical qualifications include:

- Bachelor's Degree in information science or related field; and
- Five (5) years progressively responsible, related experience
- Advanced IT training, including network and systems administration
- Advanced data forensics training and certification.
- Any equivalent combination of education and experience.

Job-Specific Knowledge, Skills, and Abilities:

- Ability to provide courteous, friendly customer support.
- Ability to establish and maintain effective professional working relationships.
- Ability to communicate clearly and concisely, verbally and in writing.
- Extensive working knowledge of information technology in a dynamic technological environment.
- Considerable knowledge of data and voice communication, modern electronic data processing theory, principles, and practices, management of varied information systems, office automation and computerized applications, local area networking basics, wide area networking basics, personal computer proficiency across varied platforms, modern mobile computing platforms proficiency, and internet applications and management.
- Knowledge of principles and procedures pertaining to the preparation and application of computer programs and operations.
- Knowledge of enterprise database management.
- Knowledge of principles and practices of computer systems design, operation, administration, and control.
- Knowledge of existing and potential hardware and software supply sources, pricing, and quality.
- Knowledge of applicable federal, state, and local laws, regulations, and codes.
- Knowledge of principles and practices of program and budget development, administration, and evaluation.
- Knowledge of occupational safety hazards and appropriate safety procedures.
- Extensive knowledge of, and ability to understand, implement, and maintain, computer storage, manipulation of reporting systems, hardware and software. Examples include Microsoft Networks, Adobe, GIS and MapInfo, MS Office, MS Windows, Microsoft SQL Server, and others.

- Skilled in administrative, project, and resource management, user relations, and data gathering techniques.
- Skilled in operation of equipment and tools listed below.
- Ability to design general Police Department, Town of Jackson, and mission-specific applications for available technology.
- Ability to monitor system access requests.
- Ability to coordinate perpetual database updates and maintenance.
- Ability to identify system user needs and develop cost-effective solutions utilizing appropriate technology.
- Ability to understand and execute verbal and written instructions.
- Ability to interpret, explain, and enforce divisional policies and procedures.
- Ability to read, interpret, and apply technical publications, manuals, and documents.
- Ability to analyze complex written documents and develop logical solutions to complex computer applications programming problems.
- Ability to identify and monitor current and future network industry trends.
- Ability to perform sworn peace officer duties and training.
- Ability to successfully complete basic training at WLEA.
- Ability to successfully complete FTO program.
- Ability to obtain and maintain peace officer certification through State of Wyoming.

Knowledge, Skills, and Abilities Related to the Town of Jackson Purpose, Mission, and Values:

Our Purpose (Why we exist as an organization)

The Town of Jackson exists to provide municipal services necessary to support the residential, business, environmental, and historical interests that define our community. Our services enhance the quality of life for those who live here and enhance the experience for our guests.

Our Mission (What we do)

It is the mission of the Town of Jackson Municipal Organization to provide municipal services that enhance the quality of life for our residents and guests and to help support the local economy. We train, mentor and challenge our employees to develop to their highest potential and to provide service that exceeds the expectations of residents, guests and others. We foster partnerships to solve problems and more effectively use our resources. We appreciate the unique environmental resources and scenic beauty where we live and work and acknowledge our responsibilities to future generations.

VALUES

CUSTOMER FOCUS & SERVICE. *We provide exceptional customer focus and service – to both internal and external customers.*

OPENNESS. *We are open in all respects as we work together – displaying an open mind, an open door and open communication.*

INNOVATION. *We utilize the creativity and innovative ideas of employees at all levels to address our increasingly complex challenges.*

RESPECT. *We treat everyone, everything and everywhere with respect.*

PROFESSIONALISM. *We display high levels of professionalism in all interactions.*

POSITIVE WORKPLACE. *We take responsibility for creating a positive and healthy workplace – through displaying positive attitudes and positive behaviors.*

STEWARDSHIP AND CONSERVATION. *We are the current caretakers of our resources.*

IT IS MY JOB. IT IS OUR JOB.

- Ability to understand and contribute to accomplishing the Town of Jackson Purpose and Mission.
- Ability to understand and comply with the Town of Jackson Values.
- Ability to read, comprehend, and comply with the Ins and Outs of the Town of Jackson Values as set forth in the Performance Management System documents.
- Ability to be an example to others in the organization in terms of understanding and application of the Town of Jackson Values.
- Ability to display positive behaviors towards improving the culture of the organization through understanding, support, and application of the Town of Jackson Values.

Special Requirements:

Valid state driver's license or ability to obtain Wyoming driver's license within one month of hire. Obtain State of Wyoming peace officer certification, successfully complete basic training at WLEA and JPD FTO program. Obtain and maintain peace officer certification status.

Equipment and Tools Used:

- Personal computer, laptop computer, software applications, client server, LAN equipment and racking, telecommunications/VoIP equipment, telephone, photocopier, fax machine, other office/business equipment, hand tools, power tools, ladders, LAN and computer testing equipment, shovels, fiber optic equipment, soldering and other electrical tools, and automobile.
- Emergency vehicle operation, firearms, defensive tools, personal safety equipment, advanced life saving equipment, mobile data terminal, radio operations, radar, video camera, basic photography equipment.

Physical Requirements:**

The physical demands described here are representative of those that must be met by employee to successfully perform essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing job duties, employee frequently sees, hears, and speaks. Employee frequently uses hands to handle, or feel objects, tools, or controls.

Employee is exposed to moderate levels of sitting. Employee is exposed to moderate levels of lifting up to 50 pounds.

Employee frequently stands and walks. Employee occasionally carries, pushes, and/or pulls up to 50 pounds.

Employee may climb, balance, stoop, kneel, bend, crouch, crawl, and/or twist as required. Employee may reach and work with hands above shoulder height and reach and work with arms extended at shoulder height as required.

Specific vision requirements for this job include the use of near vision, far vision, depth perception, and the ability to adjust focus. Employee is occasionally exposed to low light and bright light conditions. Hand-eye coordination is necessary to operate computers and office equipment.

Specific auditory (hearing) requirements for this job include participating in frequent routine conversation in a normal office environment and the ability to distinguish between telephone, voice, and other auditory tones and signals.

Employee must be able to complete basic training at the WLEA, involves entry standards of running, push-ups, sit-ups, and flexibility testing.

Employee must be able to wear a ballistic vest and wear a Sam Brown duty-belt weighing approximately 30 pounds.

Employee must be able to proficiently operate handguns, shotguns, long-guns.

Employee must be able to operate an emergency vehicle safely.

Mental Requirements:**

The mental requirements described here are representative of those that must be met by employee to successfully perform essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing job duties, employee frequently reads and executes complicated instructions, inspects and observes for product or equipment defects not easily identified, determines nature and location of malfunctions, makes adjustments to obtain desired operating conditions (turning valves and switches, moving and setting controls, etc.), controls activities of multiple processing units, and operates equipment requiring specialized knowledge of process. Employee frequently plans own work activities, plans, directs, and coordinates work of others, trains other workers, works alone, works as a member of a team, works without supervision, works under pressure, works rapidly for long periods of time, and works on several tasks at the same time.

Employee is exposed to moderate levels of reading, understanding, and executing simple written and verbal instructions and observing and reading instruments, gauges, and dials to determine operating status.

Employee is exposed to moderate to severe personal safety risks and must be capable of making quick decisions that can be life or death. Employee must be capable of using deadly force if necessary.

Working Conditions:**

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

While performing job duties, employee frequently works inside. Employee is frequently exposed to noise generated in a normal office environment.

Employee is occasionally exposed to all outdoor environments, including cold and winter conditions, including working in such conditions.

Employee is occasionally exposed to adverse weather and/or unfavorable traffic conditions while driving from Town of Jackson offices to off-site locations.

Employee is occasionally exposed to hazardous conditions where personal safety could be compromised.

**The terms "Frequent," "Moderate," and "Occasional" are quantified as follows:

- Frequent: occurs 60-100% of the time
- Moderate: occurs 21-59% of the time
- Occasional: occurs 1-20% of the time

Job Selection Guidelines:

Formal application, rating of education and experience, oral interview, reference check, and job related tests may be required, including physical agility test. As employee will support Police equipment and data, a full background check including polygraph examination, drug testing, etc. is required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

This job description is intended as a guide for the efficient and professional performance of a job. Nothing herein shall be construed to be a contract between the Town of Jackson and the employee. Additionally, this job description is not to be construed by any employee as containing binding terms and conditions of employment. The Town of Jackson retains the absolute right to terminate any employee, at any time, with or without cause. Management retains the right to change the contents of this job description, as it deems necessary, with or without notice. Employment is on an at-will basis.

I, the undersigned, have read and understand this job description and am able to perform essential job functions with or without any reasonable accommodation:

Employee Signature: _____ Date: _____

Approval: _____ Approval: _____
Supervisor Personnel Director

Effective Date: _____ Revision History: _____