

SENIOR TECHNICAL SPECIALIST

PURPOSE AND NATURE OF WORK

Position is responsible for supporting, maintaining, and monitoring the access control and video surveillance systems, including managing documentation on these systems. Assists and monitors personal computer hardware and software purchases and usage. Incumbent handles second and third tier escalated help desk calls. Incumbent works under the general direction of the Information Services Technical Supervisor and has no supervisory responsibilities.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Support and maintain access control system, including setting up or modifying security groups and troubleshooting and documenting any issues for in-house resolution or referral to vendor. Support and maintain video surveillance video equipment, including troubleshooting and documenting any issues for in-house resolution or referral to vendor, obtaining proper authorizations to make modifications or pull footage, pulling footage and isolating targeted section(s), keeping records of all footage requested, regularly monitoring the system to ensure proper function, and suggesting changes to maximize effectiveness of the system. Incumbent also creates and updates documentation on the equipment including its software, operation, and procedures for its support and maintenance. Keep records on all surveillance footage pulled and any changes to access codes, as well as the proper authorizations for such. Participate in walk-throughs with vendor on security systems and quoting/bidding process for equipment. Analyze, investigate, and advise management on all matters relating to personal computer applications, proposals and problems. Perform duties related to the Technical Specialist class as needed and take tier 3 escalated calls.

Performs related work as required.

NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS

Thorough knowledge of video surveillance system and its support, maintenance, and operation.

Thorough knowledge of access system and its support, maintenance, and operation.

Ability to stay up to date on access and surveillance systems, as well as any related issues that would impact Lafayette Consolidated Government.

Thorough knowledge of personal computer operating systems, including but not limited to Windows and others as needed.

Thorough knowledge of installation, common problems, and solutions for common spreadsheets, word processors, and communications packages.

Knowledge of personal computer hardware, as well as upgrade and maintenance methods and materials.

Ability to objectively and calmly assess personal computer and user problems under pressure, identify viable solutions, clearly communicate them, and follow up.

Ability to establish and maintain effective working relationships with employees, managers, elected officials, vendors, service workers, and the general public.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's or Associate's degree in computer-related curriculum, especially computer engineering or information technology, supplemented by significant experience working with surveillance camera and card access systems; or any equivalent combination of training, education, certification, and experience.