STPSO
Job Description

Job Title: Workstation and Radio Support Specialist
Department: Information Systems
Reports To: Workstation Support Supervisor
FLSA Status: Non-Exempt
Prepared Date: 09/6/2016
Salary Range: Based on Education and Certifications

SUMMARY – Troubleshoot and solve problems related to hardware including but not limited to, desktop computers, laptops, printers, IP phones and any other electronic equipment connected to the St. Tammany Parish Sheriff's Office (STPSO) network. Installs, modifies, makes minor adjustments to any / all STPSO software programs and provides technical assistance and training to system users by performing the following duties.

LOCATION – Technician will rotate assignment between East and West St. Tammany Parish.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Inspects STPSO computer equipment and verifies department / user requirements to prepare computer for delivery;

Installs hardware and peripheral components such as monitors, keyboards, printers, ip phones, projectors, scanners, etc;

Loads and modifies software packages including but not limited to operating systems, Microsoft Office suite, Munis, LaserFiche or MobileTec suite of products;

Enters commands and observes system functions to verify correct system operation, i.e. ping, ipconfig, tracert, etc;

Programming and maintaining two-way radios;

Works with the end users and make recommendations to determine most efficient way to solve software problems to enhance end user's job performance;

Provides updates, status, and completion information to end users, vendors and supervisors;

Enters all problem requests into work order system;

Replaces or upgrades defective or inadequate software packages;

Communicate verbally and in writing with end users, technical staff and vendors;

Work hours are normally 8:00 a.m. to 4:30 p.m. but may vary depending on workload and projects;

Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES - This job has no supervisory responsibilities.

QUALIFICATIONS - To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill,

and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE - Associate's degree (A.A.) or equivalent from two-year college or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience; or three years experience and strong working knowledge of word processing, spreadsheets, electronic mail and file server concepts. Computer or network certifications required. Some project management experience preferred but not necessary.

LANGUAGE SKILLS - Ability to read, analyze, and interpret common technical journals, software and hardware documents. Ability to respond to common inquiries or complaints from customers. Ability to effectively present information to top management, peer groups and/or other law enforcement agencies.

MATHEMATICAL SKILLS - Ability to work with mathematical concepts. Ability to apply concepts such as fractions, percentages, rations, and proportions to practical situations.

REASONING ABILITY - Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS - Valid Louisiana Motor Vehicle Operator's License; birth certificate (minimum age of 18 years); and Social Security Card.

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

While performing the duties of this job, the employee is regularly required to sit, use hands to handle or feel; and talk or hear. The employee is required to stand, walk; reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

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

PLEASE COMPLETE AN ONLINE APPLICATION AND SEND A RESUME TO HUMANRESOURCES@STPSO.COM. FOR MORE INFORMATION, PLEASE CONTACT JILL MARTIN AT 985-726-7702.