

CITY OF CHATTANOOGA
Classification Specification Title: RTIC Systems Technician

Department: Police

Pay Grade: GS.05

Supervision Received From: Police Sergeant

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 11/02/18

Revision Dates: 4/4/25;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this position provide technical support to all members of the Chattanooga Police Department by managing all vendor supported software and hardware technologies within the Real Time Intelligence Center (RTIC). In addition, incumbents troubleshoot, perform routine maintenance, train staff in the use of software and hardware solutions, and manage related inventories. Work requires general supervision.

SERIES LEVEL: The RTIC Systems Technician is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Provides technical support and assistance to staff and end-users with the installation and updates of computer programs, installation of printers and other devices used in the operation of Police Department functions.

Troubleshoots problems with the integrated RTIC system software, hardware, and software issues, public computer management software, printers, and other devices.

Researches, organizes, and prepares statistical reports using data from the integrated RTIC systems.

Acts as liaison between department end-users, supervisors, IT department, and vendors in resolving complex problems to ensure operational performance.

Acts as the software administrator for all software systems and applications utilized by the Police Department.

Manage and troubleshoot Patrol Vehicle In-Car camera system and wireless internet connection.

Manage and troubleshoot all CPD digital media, to include information sharing and storage.

Must be available 24 hours a day/ 7 days a week.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers, and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: High School Diploma or GED required. College degree or technical training in computer science, computer programming, or information technology preferred. One (1) to three (3) years of previous experience with computer support, information technology customer service, and compiling statistical data required; or any combination of equivalent experience and education.

Experience in database management is preferred. Should have experience managing Active Directory. Understand the software development life cycle. Basic understanding of SQL, MYSQL, Oracle, or other standard database platforms.

LICENSING AND CERTIFICATIONS: None required. Preferred: A+ certification or the equivalent; Microsoft Certified Solutions Expert (MCSE).

SUPPLEMENTAL INFORMATION:

KNOWLEDGE & SKILLS: Knowledge of Video Management Solution (VMS) technologies is beneficial but not required. Experience with emergency services solutions such as CAD, RMS, Field Base Reporting, E-citations; Software testing/maintenance; Software documentation; and Troubleshooting and analytical skills.

Knowledge of various computer operating systems; installation and upgrading hardware and software; basic computer networking principles; customer service principals, and statistical analysis principals.

Skill in prioritizing work; performing basic programming of computers; using computers and related software applications; providing customer service; repairing and maintaining personal computers; troubleshooting system issues; checking systems for functionality; maintaining, setting up, and supporting commuter devices; setting up applications on computers and servers; documenting computer problems and solutions; reading and interpreting technical manuals and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS: Positions in this class typically require: stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT: Medium Work: Exerting up-to 50 pounds of force occasionally, and/or up-to 20 pounds of force frequently, and/or up-to 10 pounds of force constantly to move objects.

Incumbents may be subjected to electrical currents.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.