

# SYSTEMS INTEGRATION SPECIALIST PUBLIC SAFETY

## MONTGOMERY COUNTY GOVERNMENT, VIRGINIA POSITION DESCRIPTION

### TITLE: SYSTEMS INTEGRATION SPECIALIST PUBLIC SAFETY

#### **GENERAL DESCRIPTION**

The essential function of the position within the organization is to plan, coordinate, execute and supervise all activities related to the integration of software programs and applications that support Montgomery County Sheriff's Office as well as other departments supporting public safety functions. Knowledge of public safety and related functions such as computer aided dispatch, records management and other related public safety functions is highly desirable in this role. This position reports directly to the Information Management Services Director.

**PRIMARY DUTIES:** *This list represents the essential tasks performed by the position. Employees may be assigned additional duties by management as required.*

Plan and orchestrate projects related to public safety systems.

Ensure that public safety projects meet goals and requirements.

Work diligently to enhance business and public safety processes.

Develop standards and processes to ensure supportability of public safety systems within the county.

Develop standards and processes to support and facilitate integration projects and initiatives.

Participate in providing on-call support for key public safety systems and services.

Create and maintain documentation as it related to system configuration, mapping, processes, and service records.

Monitor and ensure effectiveness of security solutions, including firewalls, anti-virus solutions, and intrusion detection systems.

Lead integration testing phase of software and applications under development in order to identify and remedy potential problem areas.

Assist with audits, backup procedures and other recovery processes.

Ensure that integration planning and practices along with chosen public safety solutions are aligned with strategic technology goals and the county's overall strategic vision for public safety.

**DATA RESPONSIBILITY:** *Data refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Research and make recommendations on public safety products, technologies and services in support of procurement or development efforts. Conduct research into application integration issues and products. Experience with the development of functional and technical requirements analysis, process modeling, methodology development, and data mapping.

**PEOPLE RESPONSIBILITY:** *People refers to individuals who have contact with or are influenced by the position.*

Works as a liaison between vendors and potential vendors on software and hardware that support public safety operations in the county. Works as a liaison between the respective vendor and public safety staff to ensure the

## **SYSTEMS INTEGRATION SPECIALIST PUBLIC SAFETY**

needs of the county are met through the solutions provided by the vendors and that issues that occur are addressed by the vendor. Works closely with the Systems Engineer and Systems Integration Specialist and is a liaison between vendors and the Sheriff and other emergency management. This position will also work with the IMS helpdesk to address issues that are related to public safety and the general Systems Integration Specialist on projects not involving public safety.

**INVOLVEMENT WITH THINGS:** *Things refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.*

Handles technology equipment (computer, telephone, copy machine), safety products and specific computer software and hardware.

**ASSETS RESPONSIBILITY:** *Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving considerable economies and/or preventing considerable losses through the management of a large division or minor department.

**SAFETY OF OTHERS:** *Safety of others refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.*

Requires no responsibility for the safety and health of others.

**MATHEMATICAL REQUIREMENTS:** *Mathematics deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.*

Uses basic math for calculating total prices of the safety products, may have to calculate percentages, and other basic computations.

**COMMUNICATIONS REQUIREMENTS:** *Communications involves the ability to read, write, and speak.*

Requires outstanding writing and documentation skills, excellent oral and interpersonal communication skills, and the ability to communicate ideas in both technical and user-friendly language.

**COMPLEXITY OF WORK:** *Complexity of work addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.*

Must be able to prioritize and execute tasks in a high-pressure environment and must be highly self-motivated and directed with keen attention to detail.

**IMPACT OF DECISIONS:** *Impact of decisions refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.*

Makes decisions with serious impact and could affect citizens and departments within the organization.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

**EDUCATION REQUIREMENTS:** *Education requirements refers to job specific training and education for entry into the position.*

Requires a four-year college diploma or university degree in computer science or computer engineering with a focus on criminal justice or related discipline and/or five years equivalent work experience.

## **SYSTEMS INTEGRATION SPECIALIST PUBLIC SAFETY**

**LICENSES, CERTIFICATIONS, AND REGISTRATIONS REQUIRED:** *Licenses, certifications, and registrations refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.*

Microsoft MCSA or MCSE certification is preferred. A valid Virginia driver's license is required.

**EXPERIENCE REQUIREMENTS:** *Experience refers to the amount of work experience that is required for entry into the position that would result in reasonable expectation that the person can perform the tasks required by the position.*

Requires two years direct experience working in an environment focused on utilizing packaged vendor solutions to plan, implement and support and organization's key functions. This position also requires two years experience in a law enforcement or public safety environment. Basic experience with software development language and software development languages such as VB.NET and ASP.NET. General working knowledge of radio and other voice telecommunications infrastructure, foundational network services (DNS, DHCP), Cisco network hardware and connectivity, and Microsoft Active Directory. Good working knowledge of the Microsoft Windows Server operating systems, common Microsoft desktop software, and Oracle or Microsoft SQL Server platform environment. Strong knowledge of IP, TCP/IP, and other network administration protocols and standards and Microsoft desktop operating systems. Knowledge of applicable data privacy practices and laws is required. Ability to pass a background check is also required. Requires good project management skills, strong knowledge of system software, strong understanding of the processes supporting public safety and an excellent understanding of the goals and objectives related to public safety systems for the county. Requires experience in overseeing the integration and support of applications and systems supplied by disparate vendors.

### **AMERICANS WITH DISABILITIES REQUIREMENTS**

**PHYSICAL DEMANDS:** *Physical demands refers to the requirements for physical exertion and coordination of limb and body movement.*

Requires sedentary work involving standing or walking for brief periods, dexterity of hands and fingers to operate technology equipment, ability to travel, and occasional evening and weekend hours.

**UNAVOIDABLE HAZARDS:** *Unavoidable hazards refers to unusual conditions in the work environment that may cause illness or injury.*

The position is exposed to no unusual environmental hazards.

**SENSORY (ADA) REQUIREMENTS:** *Sensory requirements refers to hearing, sight, touch, taste, and smell necessary to perform the tasks required by the position efficiently.*

The position requires normal visual acuity and field of vision, hearing, and speaking.

### **AMERICANS WITH DISABILITIES ACT COMPLIANCE**

The Montgomery County Government of Virginia is an Equal Opportunity Employer. ADA requires the County to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.