Classification Description

Job Title: Campus Police Systems Specialist   **Pay Grade:** CA010 (8 hour)

Job Code: 4077   **FLSA Status:** Non-exempt

Job Purpose

The Campus Police Systems Specialist provides functional technology support to the FSW Campus Police Department (FSWPD). Work includes serving as the primary point of support for the Campus Police Department's systems, which include Florida Department of Law Enforcement (FDLE) reporting system, Traffic and Criminal Software (TraCS) System, Electronic License and Vehicle Information System (ELVIS), Automated Records Management System (ARMS), PowerDMS and Automated License Plate Readers (ALPR) system. Responsibilities include a collaborative partnership with FSW Information Technology to ensure timely system maintenance, encompassing planning and implementation of new features, support in conversions, troubleshooting, and end-user training. This position requires extensive collaboration and partnership with all IT, Campus PD, external public safety vendors and multijurisdictional law enforcement agencies.

General Responsibilities

Essential Functions

Assists users on the operation of various applications that are used in the FSW Police Department.

Analyzes, evaluates and recommends existing connectivity and systems to plan for changes in system requirements, software releases, or equipment configuration.

Meets with users and outside vendors or consultants to analyze problems, solutions, and new systems. Brings in Information Technology staff as required.

Trains users and new employees on the function and operation of related equipment.

Analyzes problems with hardware, software, telecommunication, and other Campus Police systems and works with Information Technology or third-party vendors on solutions and fixes.

Responsible for the granting, reviewing, and periodic auditing of user door access permissions in CBORD.

Works with Information Technology to ensure door access controls are working properly. Fills out tickets to Information Technology when doors are not working and follows up to ensure they have been corrected.

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Works with IT to ensure all door schedules are created for assignment to doors, buildings, and campuses. Responsible for assigning doors to existing open/close schedules.

Manages the fleet of cameras for Campus Police. Responsible for reporting camera issues to Information Technology.

Works with Information Technology on new camera locations to ensure FSWPD has them mapped and provides reports, as necessary.

Manages the requests for video footage as approved by the Chief of Police.

Serves as the Emergency Alert System Administrator for Campus Police; creates messages and templates, as needed, to communicate with the College community in an emergency.

Manages alerts from the systems, i.e., door prop alerts and takes actions as necessary based on the alert.

Responsible for entering TDX tickets, and following up on progress for other Information Technology needs for FSWPD.

Manages FSWPD projects with Information Technology in TDX. Inputs, updates, and communicates with IT and FSWPD as required to ensure project completion.

Responsible for administrative radio system testing and maintenance as it relates to the FSW Campus Police Department.

Responsible for the Live Scan system administration.

Serves as the Electronic Subpoena Service Custodian and Administrator.

May be required to operate a motor vehicle in the performance of assigned tasks.

Plans and conducts meetings with user staff to identify immediate user issues and day-to-day needs of functional area staff; provides project progress reports to the immediate supervisor.

Serves as the liaison between the Campus Police Department and Information Technology in developing new information technology initiatives and maintaining/troubleshooting current systems.

Reviews product upgrades and enhancements and advises users of impact.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

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Knowledge, Skills and Abilities

Minimum Qualifications

High school graduate with a standard diploma or a General Educational Development (GED) credential.

Two (2) years of application systems support experience and experience in a related functional area. Appropriate combination of education and experience may be substituted.

Must possess a valid state driver's license and obtain a valid Florida driver's license within thirty (30) days of hire or promotion.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:
- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:
- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.

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- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: June 6, 2023. Revised: July 1, 2023.