

# South Jordan City

## Job Description

**Title:** Technical Services Specialist  
**Org:** 100600  
**Pay Grade:** GH17

**Effective Date:** 10/30/2024  
**FLSA:** Non-Exempt  
**Workers Comp:** Clerical

### GENERAL PURPOSE

Provide technical services management, reporting systems management, government records access management (GRAMA). Assist with department purchasing, property inventory management, and crime analysis.

### SUPERVISOR

Deputy Police Chief

### POSITION(S) SUPERVISED

None

### ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave. Occasional, 20% or less, of the essential job duties may be performed regularly from a remote location upon authorization.

Coordinate with City departments, outside agencies, and the public on assigned projects.

Provide end to end technical support and problem resolution for established hardware and software components of existing audio/video systems.

Administer multiple software platforms and maintain existing databases and user management. Coordinate with City Information Services Technicians when necessary to support department operations.

Assists end users with troubleshooting software issues, identifies and provides new processes and/or changes to existing systems to meet their needs and objectives. Conducts in-service training sessions.

Administer and manage internal department property and quartermaster programs, assign equipment, maintain inventory, make recommendations for future purchases.

Create and assist in internal department purchasing and delivery of equipment throughout the operational divisions.

Respond to requests for information from external sources in accordance with the Government Records Access Management Act (GRAMA).

Researches, examines, evaluates and makes reports and recommendations on crime statistics and data when necessary.

Support major operations in the field under the guidance of an Incident Commander to provide logistical support as a Logistics Officer under an Incident Command System.

Perform other duties as assigned.

**MINIMUM QUALIFICATIONS**

1. Education and Experience:

A. Bachelors' Degree from a regionally accredited college with a degree in Criminal Justice, Public Administration, Computer Science or other related field.

AND

B. One (1) year of work experience in job duties listed above.

OR

C. An equivalent combination of education and experience.

2. Special Qualifications:

Valid Utah Class D Driver License

Two years of municipal law enforcement experience preferred

BCI Clearance Required

Must pass comprehensive background investigation

3. Knowledge, Skills and Abilities:

Knowledge of basic principles and operating procedures of computer systems and related equipment; personal computer hardware and software products.

Ability to display effective oral/written communication skills; possess strong problem solving skills; ability to display leadership and organizational skills; ability to multi-task and manage time effectively under minimal supervision; self-motivated; ability to recognize work-flow inefficiencies, recommend, plan, and implement effective solutions; support team goals and be able to work in a team environment.

Ability to operate a personal computer and Microsoft products, including Excel, Word, Access, and Adobe products.

Ability to work quickly and accurately under time pressures to meet deadlines; ability to develop and maintain effective work relationships with co-workers and the public.

Ability to solve problems in creative ways, be self-motivated, and to work in a collaborative environment.

Advanced knowledge of all aspects of municipal law enforcement operations.

4. Working Conditions:

Tasks require a variety of physical activities, involving limited muscular strain, such as lifting & transporting equipment, stooping, crawling, sitting, reaching, twisting, talking, hearing and seeing. Common eye, hand, and finger dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability, critical thinking and guided problem solving.

*The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.*

*Human Resources Use Only*

<b>Job Class:</b>	<b>Technical Services Specialist</b>	<b>EEO-4 Class:</b>	<b>Technician</b>
<b>Location:</b>	<b>Police</b>	<b>EEOP Class:</b>	<b>Technician</b>
<b>Group/BU:</b>	<b>General Pay Plan</b>	<b>Tech-Net Match:</b>	<b>1671/851</b>