# CITY OF LA VISTA
## MAYOR AND CITY COUNCIL REPORT
### MARCH 4, 2025 AGENDA

| Subject: | Type: | Submitted By: |
|---|---|---|
| POSITION DESCRIPTION – INFORMATION TECHNOLOGY TECHNICIAN | RESOLUTION ORDINANCE ◆RECEIVE/FILE | WENDY LOWERY HUMAN RESOURCES DIRECTOR |

**SYNOPSIS**

A position description for an Information Technology Technician is presented for review.

**FISCAL IMPACT**

The FY25/26 Biennial Budget provides funding for this position.

**RECOMMENDATION**

Approval.

**BACKGROUND**

As technology becomes essential to policing and public works, managing systems like MDCs, radios, and body-worn cameras requires specialized expertise. Currently, officers handle these IT tasks, diverting them from core duties, creating inefficiencies, and delaying issue resolution. To address this, adding a position of IT Technician to oversee technology management was approved for the 2025 Budget.

This position will be a dedicated IT Technician that will ensure reliable system maintenance, improve security, and streamline operations. This role will enhance efficiency, reduce downtime, and allow officers to focus on public safety. Investing in this position will optimize resources, cut costs, and strengthen overall department effectiveness.

A complete job description for this position as well as updates to the IT Manager position has been included for review.

# POSITION DESCRIPTION
# CITY OF LA VISTA

**Position Title:** Information Technology Technician – Public Safety Technology
**Position Reports To:** Information Technology Manager
**Position Supervises:** N/A

## Description

The Information Technology Technician is responsible for maintaining and supporting the specialized technology systems essential to policing and public works operations. The technician ensures these technologies remain reliable, secure, and up to date, enabling seamless communication, data security, and operational efficiency. This position also serves as back-up to the Information Technology Manager.

## Essential Functions (with or without reasonable accommodation)

1. Responsible for configuring, ordering, deploying, and maintaining the Mobile Data Computer (MDC) systems and accessories to provide staff with reliable access to critical information in the field.
2. Monitor, maintain and manage programs such as Mobile Architecture for Communication Handling (MACH), Traffic and Criminal Software (TraCS), Mobile Automated Fingerprint Identification System (AFIS), Records Management System (RMS), Automated License Plate Recognition (ALPR), and other programs and software.
3. Oversee the comprehensive installation, seamless integration, and ongoing maintenance of advanced technology systems within police and city vehicles, ensuring optimal functionality, and enhancing operational efficiency.
4. Install, configure, and update hardware components and software applications to ensure seamless operation and compatibility with public safety and citywide IT needs.
5. Manage and maintain radio communication systems to ensure seamless, citywide communication.
6. Assist with the purchasing, deployment, maintenance, and compliance of body-worn camera and in-car video systems ensuring proper storage, retrieval, and security of footage.
7. Ensure compliance with data security standards and best practices, particularly those related to public safety technology.
8. Collaborate with vendors and service providers for equipment procurement, repairs, and system upgrades.
9. Troubleshoot, research, and apply resolutions to hardware and software issues that arise on computer equipment, mobile devices, peripherals, and other devices.
10. Provide technical support and training to public safety personnel on how to use computer systems and applications effectively.
11. Assist with the maintenance and management of the citywide surveillance and recording systems.
12. Investigate, research, and make recommendations on emerging public safety technology trends, innovations and solutions that align with organizational goals, strategies and practices.
13. Participate in relevant trainings, seminars, and conferences to maintain knowledge of current trends and developments in public safety and information technology.
14. Provide technical support and assistance to other departments, users, and staff as needed or directed.
15. Performs other duties as directed or as the situation dictates.

## Essential Physical and Environmental Demands

The physical demands listed below are representative of those that must be met by an employee to successfully perform the essential functions of the job.

1. Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
2. While performing the duties of this job, the employee will frequently stand, sit and walk; and occasionally climb, balance, stoop, kneel, crouch, or crawl.
3. Hearing abilities correctable to levels adequate to perform the essential functions including hearing to communicate.
4. The employee must occasionally lift and/or move up to 50 pounds.
5. Specific vision abilities required by this job with or without correction include close, distance, color, and peripheral vision, as well as the abilities to perceive depth and adjust focus.
6. Use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms.

## Education, Training, License, Certification and Experience

1. An associate or bachelor's degree in Computer Science, Information Technology, or a closely related field.
2. At least two (2) years of experience in IT support, systems administration, or managing public safety technology.
3. Experience working in a municipal or public sector environment preferred.
4. Knowledge of hardware, software, networking, and communication systems.
5. Experience with public safety technology, including mobile data computers (MDCs), radios, body-worn cameras, and Automated Fingerprint Identification Systems (AFIS) is preferred, but not required.
6. Familiarity with Criminal Justice Information Services (CJIS) compliance is preferred.
7. Valid Driver's license and transportation.

Note: Any equivalent combination of education, training, and experience which provides the knowledge, skills and abilities and other competencies necessary for success in the position may be considered.

## Knowledge, Skills and Abilities

1. Knowledge and experience with software and operating systems including, but not limited to, Windows, iOS, Android, Office 365, and Adobe.
2. Experience with MACH, TraCS, and Motorola P1 software is preferred, but not required.
3. General knowledge of networking equipment such as firewalls, network switches, VPNs, etc.
4. Ability to effectively communicate, both orally and in writing. This includes addressing complex issues with a technical staff, and conversely effectively conveying information about those same issues to lay staff members.
5. Ability to demonstrate analytical, problem-solving and conceptual skills.
6. Knowledge of computer security risks and vulnerabilities, including best practices for securing data.
7. Ability to use initiative and independent judgment within established procedural guidelines.
8. Knowledge of and ability to operate computers and other technology appropriate to the assigned tasks.
9. Knowledge and experience with radio communication devices and systems.
10. Ability to assess and prioritize multiple tasks, projects and demands in a team environment.
11. Ability to maintain confidentiality.
12. Ability to build professional relationships with city officials, fellow employees, members of the public and patrons.
13. Ability to complete technical training required for the implementation of new technologies.
14. Ability to maintain regular and dependable attendance on the job.
15. Ability to work a varied schedule, including nights and weekends.

**Contribution this Position Makes to the City**

This position is vital to public safety and municipal operations, ensuring that police officers, emergency responders, public works and city staff have access to reliable, secure, and up-to-date technology.  The Information Technology Technician enhances efficiency, improves communication, and safeguards data, directly supporting the City's mission to serve and protect the community.

**Disclaimer**

This position description does not constitute an employment agreement between the City and the employee and is subject to change by the employer as the needs of the City and the requirements of the position change over time.


**Note:    Drug and background screens will follow all conditional offers of employment.**


I have read and understand the requirements of this position description.


_____          _____
(Signature)                                                                  (Date)

# POSITION DESCRIPTION
# CITY OF LA VISTA

**Position Title:**        Information Technology Manager
**Position Reports To:**   Director of Administrative Services
**Position Supervises:**   Information Technology Technician

**Description**

The Information Technology Manager administers the planning, budgeting, implementation, coordination, maintenance and security of citywide information technology operations; provides organization-wide leadership and advice on technology issues and decisions; and coordinates and implements information technology efforts with the City's IT contractor, department heads and staff.

**Essential Functions** (with or without reasonable accommodation)

1. Provide direction, oversight, and leadership to the City's IT contractor and work closely with them on all relevant aspects of the City's information technology operations including but not limited to domain management, email, firewall security and antivirus systems.
2. Manage internal network operations, including hardware, software, cabling, and other infrastructure.
3. Provide technical assistance for departments, users, and staff.
4. Troubleshoot, research, and apply resolutions to hardware and software issues that arise on computer and networking equipment, mobile devices, peripherals, and other devices.
~~3.~~5. Provide strategic oversight for the specialized technology systems that are integral to policing and public works operations.
~~4. Lead the City's IT Committee.~~
~~5.~~6. Manage systems that are outside the scope of services of the City's IT Contractor including surveillance and recording systems.
~~6.~~7. Manage the technology associated with the City's parking facilities in conjunction with the Parking Management Contractor.
~~7.~~8. Prepare and manage the City's IT budget.
~~8.~~9. Assists in the development and implementation of the City's Information Technology Plan, including goals, priorities, and policies relating to citywide information and communications management.
~~9.~~10. Investigate, research, and make recommendations on emerging technology trends, innovations and solutions that align with organizational goals, strategies and practices.
~~10.~~11. Assists in the ongoing development and implementation of the City's disaster recovery/business continuity plan.
~~11.~~12. Participate in the City's strategic planning process providing input and recommendations regarding strategies for technology development and improvement initiatives.
~~12.~~13. Maintain a hardware and software inventory along with an obsolescence plan for the replacement and upgrade of systems.
~~13.~~14. Provide input and recommendations during all City facility planning efforts.
~~14.~~15. Participate in training opportunities and conferences to stay abreast of technological advances necessary to continually improve operations.
~~15.~~16. Assist in the development of short and long-range goals including performance measures to advance the City's mission, goals and objectives.
~~16.~~17. Perform other duties as necessary and assigned.

**Essential Physical and Environmental Demands**

The physical demands listed below are representative of those that must be met by an employee to successfully perform the essential functions of the job.

1. Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
2. While performing the duties of this job, the employee will frequently stand, sit and walk; and occasionally climb, balance, stoop, kneel, crouch, or crawl.
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6. Use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms.

## Education, Training, License, Certification and Experience

1. Bachelor's Degree in Computer Science, Information Technology or closely related field.
2. Four years of experience serving in a professional computer, network or systems administration role.
3. Technical and project management certifications such as Microsoft 365, Apple iOS, project management, and system security are preferred, but not required.
4. Valid Driver's license and transportation.

Note: Any equivalent combination of education, training, and experience which provides the knowledge, skills and abilities and other competencies necessary for success in the position may be considered.

## Knowledge, Skills and Abilities

1. Knowledge and experience with software and operating systems including: Windows, IOS, Microsoft Office products, Adobe products, Laser Fiche, etc.
2. Knowledge of networking equipment such as, firewalls, network switches, VPNs, etc.
3. Knowledge of the principles and practices of administrative management, including budgeting, procurement, contract management and employee supervision.
4. Knowledge of and ability to implement the principles, practices, and techniques of project management.
5. Ability to effectively communicate, both orally and in writing. This includes addressing complex issues with a technical staff, and conversely effectively conveying information about those same issues to lay staff members.
6. Demonstrate analytical, problem-solving and conceptual skills.
7. Knowledge of the core business function of all City departments and any interdepartmental relationships that exist for shared technology.
8. Knowledge of computer security risks and vulnerabilities.
9. Ability to use initiative and independent judgment within established procedural guidelines.
10. Knowledge of and ability to operate computers and other technology (standard or customized) appropriate to the assigned tasks.
11. Knowledge and experience with telephone and voice over IP systems.
12. Ability to assess and prioritize multiple tasks, projects and demands in a team environment.
13. Ability to maintain confidentiality.
14. Ability to work a varying schedule, including nights and weekends.
15. Ability to build professional relationships with city officials, fellow employees, members of the public and patrons.
16. Ability to maintain regular and dependable attendance on the job.
17. Ability to complete technical training required for the implementation of new technologies.

**Contribution this Position Makes to the City**

This position plays a critical role in the effective use of technology by City personnel to provide superior services to the residents of La Vista.  Because IT systems are integrated into every area of the City, this position has wide-ranging impact on every department.

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I have read and understand the requirements of this position description.


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(Signature)                                                                         (Date)