

CJIS (CRIMINAL JUSTICE INFORMATION SYSTEM) SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: The CJIS (Criminal Justice Information System) Supervisor class is responsible for performing both primary and secondary highly technical application or product support in one of two support areas: System (includes Application, Database, Network, and Server); or Security (includes CJIS/Cyber Security, CCTV and Access Control); and supervising a group of technical personnel. Incumbents in this class will perform technical duties that require the highest skill level in multiple support areas based on the changing needs of the department and supervise technical personnel. Duties will include: assessing, troubleshooting, and following established guidelines in the escalation of hardware, software, and networking problems; controlling changes in system environments to ensure stable and reliable delivery of computer resources; supervising, coordinating, and mentoring staff; developing and analyzing data for the problem resolution and strategic planning; coordinating, leading, and/or participating in large-scale projects and activities related to Police Department and/or City computer and security systems; developing and implementing system monitoring strategies for problem resolution and strategic planning; implementing, maintaining, and monitoring systems and related subsystems; initiating and/or maintaining Incident Reports (IRs) using an online incident management system; installing and supporting hardware and/or software; preparing and/or updating system documentation; leading strategic and tactical planning activities; participating in determining the allocation of training resources; participating in the design, programming, installation, and/or implementation of information and physical security systems; planning, analyzing, designing, implementing, coordinating, and scheduling processes, procedures, and strategies for systems that function or communicate across multiple platforms; researching, evaluating, recommending, and implementing new technologies and/or packaged software; supporting computing processes executed across multiple platforms and/or networks; overseeing cellular data communications and associated security points of contact; and utilizing monitoring, forecasting, trend analysis, and/or reporting tools. Incumbents in this class may function as the system security officer. Individuals assigned to this function are responsible for ensuring their respective agency personnel are in compliance with all applicable laws, rules, regulations, policies, and procedures governing the state and national criminal justice systems. This class is also required to perform related duties as required.

Project/technical leadership duties may include: analyzing business functions and making re-engineering recommendations to integrate technology; developing short- and long-range plans with customers; compiling budget, resource, and statistical information; developing and reviewing project documents; estimating task duration and complexity, developing work plans, and scheduling target completion dates; facilitating and/or leading project or technical meetings; identifying, budgeting, planning, organizing, coordinating, scheduling, and assigning project resources and tasks; informing customers and management of project status; leading project teams by coordinating efforts of team members, reviewing adherence to policies and procedures, and reviewing results with and motivating team members; and conducting risk assessment and planning business contingencies.

Duties may also include: assisting in preparing the division budget and project budgets; coordinating with other governmental and business organizations and serving on planning committees with these organizations; examining specifications to ensure system integrity and conducting and/or attending walk-throughs to verify functional fit and customer satisfaction; implementing, maintaining, and monitoring

major data storage media environments; implementing, maintaining and monitoring SEIM solutions; implementing, maintaining and monitoring CCTV and access control systems and writing Requests for Proposals (RFP)s.

Distinguishing Features: The CJIS Supervisor class is a working supervisor, and may also function as technical lead and/or business analyst that has responsibility for performing highly specialized work on multiple and/or more complex assignments in two or more of the technical support areas. This class is distinguished by its increased responsibility for providing supervision, project leadership and/or project management for various projects. This class is also the highest level of technical support available within the Police Systems technical structure and is expected to be able to resolve all problems except those that require vendor support changes. A CJIS Supervisor interacts with customers on a frequent basis and represents all areas of responsibility, and assists customers in new project definition, prioritization and preparation of project documents and management reports. This class may also be involved in providing information or participating on Police Department or Citywide Councils and steering teams and recommends Information Technology (IT) strategic and tactical planning and technical direction. A CJIS Supervisor operates from established goals and objectives and is supervised by the CJIS Administrator or designee who reviews performance through observation of work in progress, conferences, reports, evaluation of results achieved, and customer and/or team feedback. This class provides technical mentoring to Police Systems staff. In addition, this class is responsible for researching, evaluating, recommending and integrating new technology, and incumbents in this class assist management in planning, directing, and coordinating operational or procedural matters to meet goals and objectives. Employees in this class are required to participate in team on-call support 24 hours a day, 7 days a week. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Computer Science or a related field. Extensive (5+ years) computer systems experience in at least one of the following support areas as designated by assignment: Systems (includes Application, Database, Network, and Server); or Security (includes CJIS/Cyber Security, CCTV and Access Control).

Special Requirements. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph and is required. Must possess a valid Arizona Driver's License by hire date.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Supervisory, as well as technical or project leadership experience, is highly desirable. CPP (Certified Protection Professional) is preferred (*Security Assignment.*)

ESSENTIAL FUNCTIONS

Communication: Communicates with other City employees, vendors, management, contractors, and governmental agencies in order to identify problems or required changes, communicates recommendations and specifications, coordinates the implementation of solutions, and provides project status reports. Communicates with team members in order to maintain continuity of customer service. Instructs and/or trains others regarding computer systems design, documentation, programming, testing and debugging techniques; and ensures adherence to standards. Makes formal presentations to City Council, City management and/or Police Department management, staff, team members, and customers. Prepares written documents such as memos, project plans, reports, RFPs, etc., and technical documentation with clearly organized thoughts using proper sentence structure, punctuation, and grammar. Works courteously with customers in situations that require tact and diplomacy in order to identify and resolve technical issues.

Manual/Physical: Distinguishes colors to identify color-coded cable, wiring, and electronic components and/or to input data (by assignment). Enters data into a personal computer (PC) to create documentation, test and debug computer applications or system software, and/or write computer programs. Moves hardware weighing up to 50 pounds when necessary to provide customers with products. Operates a motor vehicle requiring a standard Arizona Driver's License to provide on-site technical support at customer locations. Operates a variety of standard office equipment such as a PC, printer, telephone, and fax.

Mental: Assists in preparing the division budget and project budgets (by assignment). Comprehends and makes inferences from written material including technical documentation related to system hardware and/or software. Conducts research and/or analyzes system-related data to improve system performance. Learns infrastructure and PC hardware and software through on-the-job training, in a classroom setting or through other formats such as self-study or computer-based training. Supervises, prioritizes, and evaluates work of subordinate personnel. Organizes and directs the activities of staff members engaged in the installation and maintenance of system hardware, software and/or databases. Resolves procedural, operational, and other work-related problems by analyzing problems from a Citywide/Police Department perspective and recommending resolutions or correcting problems.

Knowledge/Skill/Abilities: (Common to all assignments)

Knowledge of:

principles and practices of personnel management and supervision;
theory, principles, and practices of systems specification standards and application programming;
computer programming and/or computer system design, hardware and software capabilities, and operating procedures;
data communications security and privacy techniques and requirements;
research and design techniques, methods, and procedures;
bid proposal evaluation;
customer service, quality, and teamwork concepts;
data backup and recovery techniques;
mathematics and statistics as applied to the design of computer-based systems;

new information technologies and procedures;
problem diagnosis and resolution methods and techniques; and
project management techniques.

Skill in standard desktop software such as Microsoft Office Professional.

Ability to:

analyze and identify system hardware and/or software problems and coordinate and/or implement solutions;
analyze changes and enhancements to hardware and/or software supplied by the manufacturer;
analyze customer requirements;
analyze systems and procedures accurately and logically and implement improvements;
apply advanced analytical skills in identifying and solving application problems;
assist in developing long-range plans with customers to support business functions and budget information to support the plans;
automate manual tasks;
communicate with and instruct others using technical and non-technical language to explain complex subjects and processes;
define and coordinate system hardware and/or software security;
determine hardware and software needs and prepare appropriate documentation;
determine impact of changes on existing systems;
develop and implement systems hardware and/or software standards and techniques;
estimate task duration and complexity, develop work plans, and schedule target completion dates;
evaluate right-sized computer environments to meet business functional requirements;
function as part of review board for new technologies;
identify, organize, and coordinate tasks needed to accomplish projects;
inform customers and management of project status;
lead project team by coordinating efforts of team members, reviewing adherence to policies and procedures, and reviewing results with and motivating team members;
learn new technologies;
make formal presentations to City management and/or Police Department management, staff, team members, and customers;
monitor backup and forward recovery procedures as a safeguard measure;
negotiate with vendors;
plan contingencies for at-risk tasks;
program and maintain computer hardware and/or software;
provide technical mentoring;
research costs associated with server hardware and software to assist with the Police Department and City's budget process;
resolve high-end problem tickets within acceptable timeframe and to customers' satisfaction;
support and assist management personnel in planning, directing, and coordinating operational or procedural matters to meet goals and objectives;
translate technical terminology and issues into business terms;
write and maintain technical system documentation and formal documents such as RFPs; and
establish and maintain effective working relationships with City employees, Police Department management, staff, team members, and customers.

Knowledge/Skills/Abilities: (By assignment)

Systems

Applications Support

Knowledge of:

applications programming in a teleprocessing environment;
database design and development concepts;
network fundamentals;
principles and practices of client/server architecture;
software development concepts;
structured analysis and design; and
web-based technologies.

Skill in:

application testing procedures;
client installation and configuration;
client server products;
data analysis and database normalization; and
unit and systems security.

Ability to:

analyze performance data;
assist in developing application standards and techniques;
configure application environment;
coordinate Citywide and Police application development;
design and develop backup and forward recovery procedures;
evaluate and re-engineer business functions to integrate appropriate technology; and
predict resource requirements based on historical trends.

Database Support

Knowledge of:

database administration;
database design and development concepts;
database product installation, configuration, and problem determination;
database recovery planning and implementation;
database security administration;
database tuning;
impact of databases on computing environment;
network infrastructure concepts including hardware and protocols;
obtaining, maintaining, and monitoring database software licenses;

operating system concepts; and
storage management and capacity planning concepts.

Skill in:

advanced networking principles;
data analysis, normalization, and implementation;
database product installation, configuration, and problem identification;
database security administration;
designing and developing databases; and
relational database products and tools.

Ability to:

configure the database environment;
create database objects (tablespaces, tables, etc.) using available tools;
design and develop databases;
design and implement backup and forward recovery procedures;
evaluate and make recommendations on database products for specific application requirements;
evaluate and make recommendations on operating system configurations and implementation in existing infrastructure;
identify and resolve database problems;
identify operating system issues associated with databases;
implement and monitor backup and forward recovery procedures;
install and configure database products and tools;
install Windows (current or next most recent version) server operating systems;
monitor server resources to identify bottlenecks;
secure databases;
track and recommend purchases of new user licenses;
troubleshoot SQL statements for validity/cost impact; and
tune databases for performance.

Network Support

Knowledge of:

basic network routing protocols (BGP, DNS, FTP, HTTP, OSPF, RIP);
intermediate network and management protocols (Frame Relay, Point to Point - PPP, SNMP, TCP/IP);
intermediate OSI Network Model;
network architectures (Ethernet, Fast Ethernet, Gigabit Ethernet, LAN, MAN, TokenRing, WAN);
wireless networking technologies for wireless WAN and wireless LAN implementations including IEEE 802.11 and 802.16;
network computing hardware;
network computing software (Network Operating Systems - NOS);
network devices (bridge, hub, layer III switches, network client, network printer, network server, router, switch);
networking principles including bridges, Ethernet, network operating systems, protocols, routers,

switches, and wide area networks (WANs); and physical network topologies and cabling standards.

Skill in:

advanced MS Office Professional;
intermediate budget planning and cost control;
intermediate MS Project;
leadership, team building, resource management; and
network measurement.

Ability to:

create network documentation and procedures;
demonstrate advanced problem verification and isolation techniques;
design secure and redundant networks by balancing customer's business needs with the City's strategic context (example: Networking Services Plan);
evaluate and recommend new network computing technologies;
install, configure, and maintain all network components (DSU/CSU, hubs, layer III switches, routers, switches, UPS);
integrate new technologies into the existing network;
monitor network performance and proactively detect issues and network traffic congestion points;
network configuration backup and recovery techniques;
network security auditing; and
train other team members.

Server Support

Knowledge of:

advanced client/server concepts;
advanced Microsoft product concepts including: Windows (current or next most recent version) server, proxy, IIS, and collaboration tools;
advanced networking operating system security concepts;
advanced networking printing concepts;
advanced networking protocol concepts;
advanced networking hardware concepts;
advanced NT administration;
advanced performance monitoring concepts;
advanced remote support concepts and tools;
advanced system administration;
advanced TCP/IP protocol, subnetting and internetworking concepts;
advanced Windows (current or next most recent version) domain model concepts including knowledge of trust relationships;
advanced Windows (current or next most recent version) file, print, DHCP, and Wins server concepts;
anti-virus protection and prevention methods for Windows (current or next most recent version) servers;
basic enterprise server concepts;

capacity planning concepts;
disaster recovery concepts;
enterprise-wide storage management concepts;
network backup, contingency planning, system redundancy, and disaster recovery;
network infrastructure concepts including hardware and protocol;
network operating systems;
network server management and design;
Windows (current or next most recent version) server systems administration and management in a multi domain model network environment;
software licensing issues;
software product installation and configuration concepts;
storage management concepts;
structured troubleshooting methodologies;
system recovery planning and implementation concepts;
systems programming methods and techniques; and
tape management concepts.

Skill in:

administer and maintain multiple Windows (current or next most recent version) domains;
advanced backup procedures;
advanced configuration of DHCP for clients;
advanced file system and device management;
advanced hardware skills including knowledge of SCSI and RAID configurations;
advanced networking;
advanced password/file permission administration and user setup;
advanced process control and user administration;
advanced server monitoring and configuration tools supplied by a hardware vendor (such as Smartstart and Insight Manager);
advanced server security;
advanced system installation and maintenance;
advanced TCP/IP configuration and troubleshooting;
advanced Windows (current or next most recent version) administration;
basic Windows (current or next most recent version) batch file creation;
building, configuring, and upgrading internal server hardware components;
capacity planning of network servers;
cross platform integration of Windows (e.g. NT or 2000);
data backup and recovery techniques;
developing standards and policies for network servers;
documenting and diagramming the server infrastructure;
DNS;
evaluating and recommending new technologies, hardware, and software upgrades;
installation, configuration, promotion, administration, and upgrading of windows Windows (e.g. NT or 2000) file servers, PDCS, BDCS, and print servers;
intranet/internet support;
network operating system planning, set up, configuration, and advanced troubleshooting;
planning network server design and current support of server infrastructure;

remove internet/intranet support;
resolving connectivity issues, systems network architecture (SNA); and
under advanced TCP/IP configuration and troubleshooting, would add a list of facilities such as: FTP,
HTTP, DNS, Veritas File System, WINS, DNS, RAS, SNMP, and DHCP configuration and
troubleshooting.

Ability to:

analyze, set up, and monitor backup, disaster recovery, and system recovery procedures;
anticipate server-related needs and innovations by the end user community;
configure operating system environments;
create and manage non-database files;
create and manage system catalogs;
define and design an architecture, which facilitates the access, sharing, and collaboration of information;
evaluate and recommend products for specific application requirements;
follow scripted documentation to setup and configure servers at an advanced level;
install and configure products and tools;
install products using SMP/E;
manage magnetic tape systems;
monitor server resources to identify bottlenecks;
set up, monitor, and tune network connections; and
tune operating system for performance.

Knowledge/Skills/Abilities: (By assignment)

Security

CJIS/Cyber Security Support

Knowledge of:

basic network fundamentals;
data backup and recovery techniques;
database management problem diagnosis and resolution;
distributed processing and intelligent workstation security
encryption and VPN concepts;
general Windows (current or next most recent version) and/or mainframe concepts;
intermediate auditing techniques;
network documentation principles and tools;
Windows (current or next most recent version) and/or mainframe terminology;
Windows (current or next most recent version) domain concepts;
Windows (current or next most recent version) Event Viewer concepts
Windows (current or next most recent version) Server Manager concepts;
Windows (current or next most recent version) User Manager concepts;
operating systems and communication protocols used in the City's environment;
physical and data security;
principles and practices of client/server computing;

security database design; cellular data technologies;
FBI CJIS Security Policy;
Cloud computing concepts;
security software and tools;
statistical analysis techniques and reporting; and
troubleshooting.

Skill in:

Access Database for Windows (current or next most recent version) audit;
Security (SSL, PKI, Certificates, and Intrusion detection);
NTFS permissions;
Server Manager;
SQL for Windows (current or next most recent version audit);
User Manager; and
Windows (current or next most recent version) administration.

Ability to:

aid in the analysis of changes and enhancements to software issued by the manufacturer and determine the impact on existing production systems, system designs, and operating procedures;
assist analysts and programmers in identifying and solving security problems;
collaborate with user community to establish Citywide and Police Department data security requirements and policies;
develop web security policies;
evaluate, and monitor security/encryption methods for web applications and sites;
maintain confidentiality requirements for security issues; and
use security tools to analyze and track problems.

CCTV Support

Knowledge of:

CCTV Systems and software;
physical security principles and best practices;
basic TCP/IP network principles;
disk based storage systems;
IP video protocols;
enterprise-wide storage management concepts;
network backup, contingency planning, system redundancy, and disaster recovery;
network infrastructure concepts including hardware and protocol; and
network operating systems.

Skill in:

physical security assessment;
technical project management;
security compliance;
management of enterprise CCTV system (example: Genetec, Milestone, etc.); and
long term cost projection and budgeting techniques.

Ability to:

analyze and identify system hardware and/or software problems and coordinate and/or implement solutions;
apply advanced analytical skills in identifying and solving application problems;
assist in developing long range plans with customers to support business functions and budget information to support the plans;
determine hardware and software needs and prepare appropriate documentation;
determine impact of changes on existing systems;
develop and implement systems hardware and/or software standards and techniques; and
estimate task duration and complexity, develop work plans, and schedule target completion dates.

Access Control Support

Knowledge of:

access control systems and software;
physical security principles and best practices;
basic TCP/IP network principles;
defining program objectives and establishing access control standards, policies, and budget;
IP video protocols;
enterprise-wide storage management concepts;
network backup, contingency planning, system redundancy, and disaster recovery;
network infrastructure concepts including hardware and protocol; and
network operating systems.

Skill in:

physical security assessments;
management of access control system (example: C-Cure, System Galaxy, etc.);
technical project management;
security compliance; and
long term cost projection and budgeting techniques.

Ability to:

analyze and identify system hardware and/or software problems and coordinate and/or implement solutions;
apply advanced analytical skills in identifying and solving application problems; and

assist in developing long range plans with customers to support business functions and budget information to support the plans.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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