



Pennington County Computer Support Technician (Non-Exempt B24)

Position Objective:

The Computer Support Technician is responsible for the support of assigned software for the Pennington County Sheriff's Office. This includes quality control, permissions assignments, tracking, training and maintenance of the records management system and criminal justice databases utilized.

Essential Functions:

- Providing administrative control of assigned system and all aspects of system operation for the Sheriff's Office.
- Maintaining a quality assurance system by monitoring and evaluating data entered by staff.
- Reviewing software upgrades as they are presented to the Sheriff's Office.
- Testing of upgrades as they arrive to ensure that current data is not lost or corrupted.
- Assisting with the development and implementation of training for new staff and on-going training for current staff as new versions are sent out.
- Tracking and maintaining needed fixes with specified database systems.
- Reviewing and following the required set up instructions and disseminating all changes or additions to staff.
- Developing and implementing the database in order to acquire higher quality data.
- Creating and monitoring security access for staff, ensuring appropriate access is provided.
- Management of feature requests in the records management system which include bi-annual prioritization of feature requests.
- NCIC TAC Officer for the Sheriff's Office ensuring compliance with NCIC in accordance to State and Federal regulations.
- Routinely reviewing Triple I Logs and Security Logs in Clips (NCIC) to ensure no security breaches.
- Assist with State and Federal CJIS and NCIC Audits.
- Developing yearly goals and training needs assessments in records management system and Clips for all Sheriff's Office staff. Develop training guides/classes and work with Training Lieutenant to schedule training classes.
- Attend System Administration meetings with records management system administrators from Rapid City Police Department, Pennington County E911, and Rapid City Fire Department.
- Maintain and update inmate law library computers as needed.
- Create, maintain and troubleshoot interfaces involving records management system.
- Performing other duties as assigned.

This job specification should not be construed to imply that these requirements are the exclusive duties of the position. Incumbents may be required to follow any other instructions, and to perform any other related duties, as may be required.

Experience and/or Education Required:

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition of basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Position of or ability to readily obtain CJIS/NCIC certification.
- Possession of or ability to readily obtain a valid South Dakota Driver's License within 90 days of moving to South Dakota.

Working Environment:

Work is performed in an office.

Physical Requirements:

While performing the duties of this job, the employee is regularly required to sit; use hands; talk and hear. The employee is frequently required to walk, sit and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.