

**CITY OF FORT PIERCE**  
**JOB OPENING/PROMOTIONAL OPPORTUNITY**

**JOB TITLE:** POLICE INFORMATION  
SYSTEM ADMINISTRATOR

**PAY RANGE:** 57  
**HOURLY RATE:** \$19.32 - \$28.98  
**ANNUAL SALARY:** \$40,185 - \$60,278

**DEPARTMENT:** POLICE DEPARTMENT      **POSITION(S):** 1

**GENERAL DESCRIPTION:**

Responsible for technical work with computers, requiring a knowledge of data communications equipment, wiring and cable configurations, and the installation, operation, maintenance of a microcomputer and minicomputer systems and video and audio media systems.

**DUTIES AND RESPONSIBILITIES:**

- Evaluate documented resolutions and analyze trends for ways to prevent future problems.
- Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on repairs at the desktop level, including installing and upgrading.
- Software, implementing file backups, and configuring systems and applications.
- Test repairs to ensure problem has been adequately resolved.
- Develop help sheets and knowledge base articles for end users.
- Work with System Administrator on various server and program operations.
- Fulfill other assignments as designated by the supervisor in a competent and professional manner.

**CORE COMPETENCIES:**

- Customer Commitment – Proactively seeks to understand the needs of our customers and provide the highest standards of service.
- Dedication to Professionalism and Integrity – Demonstrate and promote fair, honest, professional and ethical behaviors that establishes trust throughout the organization and with the public we serve.
- Organizational Excellence – Take ownership for excellence through one’s personal effectiveness and dedication to the continuous improvement of our operations.
- Success through Teamwork – Collaborate and build partnerships through trust and open exchange of diverse ideas and perspectives to achieve organizational goals.

**QUALIFICATION, EXPERIENCE, LICENSES, OR CERTIFICATIONS:**

- 18 years old.
- Applicant must be a United States Citizen (provide a Birth Certificate).
- Possess a valid Florida Driver’s License and have a satisfactory driving history.
- Have no convictions for any felony, perjury, false statement, or domestic violence. No DUI convictions for the past 8 years. Other arrest histories are reviewed on a case-by-case basis.
- Pass a Background Investigation, Oral Board, Drug, Polygraph Examination, and Medical exam.
- Preferred possession of an Associate’s Degree or completion of 2 years of college coursework from an accredited college or university (60 – semester or 90 – quarter hours). Major in computer science field preferred; - **or**-
- An equivalent combination of college education or related work experience.

**ESSENTIAL PHYSICAL SKILLS:**

- Light to heavy (up to 45lbs and over) lifting and carrying.
- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without correction).
- Depth perception and distinguish colors.

**ENVIRONMENTAL CONDITIONS:**

- Work outside in all kinds of weather.
- Work in hazardous and stressful conditions.
- Work on slippery and uneven surfaces.
- Work from various heights.
- Work in poor lighting conditions.
- Other conditions may apply.

**PREFERRED LICENSES, CERTIFICATIONS OR REGISTRATIONS:**

- A + certification
- Network + certification
- MCSA or MCSE certification
- CCNA certification

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

**IF YOU ARE INTERESTED IN BEING CONSIDERED FOR THIS POSITION AND YOU MEET THE MINIMUM QUALIFICATIONS, PLEASE APPLY VIA FAX, EMAIL, OR IN THE HUMAN RESOURCES DEPARTMENT AT 100 NORTH U S #1, FORT PIERCE, FL., OR YOU MAY DOWNLOAD AN APPLICATION FROM THE CITY'S WEBSITE [cityoffortpierce.com](http://cityoffortpierce.com) AND SUBMIT ON OR BEFORE THE CLOSING DATE:**

**OPENING DATE: March 3, 2016**

**CLOSING DATE: Open Until Filled**

**THE CITY OF FORT PIERCE IS AN EQUAL OPPORTUNITY  
EMPLOYER**