

CM /rrp
09/25/2024

RESOLUTION NO 2024 - 118

CITY OF LAKE CITY, FLORIDA

A RESOLUTION OF THE CITY OF LAKE CITY, FLORIDA APPROVING THAT CERTAIN JOB POSITION AND DESCRIPTION FOR IT PUBLIC SAFETY TECHNICIAN; MAKING CERTAIN FINDINGS OF FACT IN SUPPORT OF THE CITY APPROVING SAID POSITION AND DESCRIPTION; DIRECTING THE CITY MANAGER TO INCLUDE SAID POSITION AND DESCRIPTION IN THE CITY'S POSITION DESCRIPTIONS MANUAL; REPEALING ALL PRIOR RESOLUTIONS IN CONFLICT; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the City of Lake City ("City") presently has an approved Position Description Manual (the "Manual") describing all authorized job positions for the City; and

WHEREAS, the City has need of a new position entitled "IT Public Safety Technician" (the "New Position"); and

WHEREAS, the City desires to approve the New Position and include the description for the New Position in the Manual; and

WHEREAS, approving the New Position and including the description for the New Position in the Manual is in the public interest and in the interests of the City; now therefore

BE IT RESOLVED by the City Council of the City of Lake City, Florida:

1. Approving the New Position and including the description for the New Position in the Manual is in the public or community interest and for public welfare; and
2. In furtherance thereof, the New Position as described in the position description in the form of the Exhibit attached hereto should be and is approved by the City Council of the City of Lake City; and
3. The City Manager is directed to take such actions as are necessary to include the New Position and the description thereof attached as the exhibit hereto in the Manual; and
4. All prior resolutions of the City Council of the City of Lake City in conflict with this

resolution are hereby repealed to the extent of such conflict; and

5. This resolution shall become effective and enforceable upon final passage by the City Council of the City of Lake City.

APPROVED AND ADOPTED, by an affirmative vote of a majority of a quorum present of the City Council of the City of Lake City, Florida, at a regular meeting, this ____ day of October, 2024.

BY THE MAYOR OF THE CITY OF LAKE CITY,
FLORIDA

Stephen M. Witt, Mayor

ATTEST, BY THE CLERK OF THE CITY COUNCIL
OF THE CITY OF LAKE CITY, FLORIDA:

Audrey Sikes, City Clerk

APPROVED AS TO FORM AND LEGALITY:

Clay Martin, City Attorney

City of Lake City, FL

Classification Description

Classification Title: IT PUBLIC SAFETY TECHNICIAN
Department: IT / POLICE

Pay Grade: 5
FLSA Status: Non-Exempt

General Description

This is a technical position requiring skills necessary to deal with networked Public Safety computers and mobile devices including configuration, troubleshooting/repair, installation, and maintenance. It involves help desk support, customer service, computer equipment inventory, network connectivity, and PC application support.

Nature of Work

Essential Functions:

- Install, configure, and keep software applications up-to-date, conducting regular updates, testing modifications, and ensuring backups are maintained.
- Troubleshoot and resolve hardware and software issues to minimize operational disruptions.
- Proactively identify and resolve system issues, preventing potential problems by recommending and implementing preventative measures.
- Address service calls (system problems/outages) during off-duty hours.
- Analyze system and user requirements, along with equipment needs. Develop system and user documentation, including policies, procedures, and training materials. Conduct user training sessions and presentations on system upgrades.
- Collaborate with vendors and agency personnel for major technical projects.
- Serves as contact point for public safety entities, addressing inquiries and configuring the system to meet user agency needs.
- Coordinates and performs software and operating system maintenance on workstations, servers, and related systems.
- Work closely with technical personnel and external vendors to maintain Public Safety systems.
- Participate in systems design specifications, including project scheduling and timelines.
- Cultivate and maintain cooperative relationships within and outside the center, representing City IT with external entities.
- Performs additional technology-related duties as needed or directed.

These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform all duties as assigned.

**EXHIBIT TO
RESOLUTION**

**NOT FOR
EXECUTION**

KNOWLEDGE, SKILLS, AND ABILITIES

- Exhibit outstanding customer service skills and exceptional verbal communication abilities to effectively engage with a diverse range of end-users, including colleagues, public officials, partnered agencies, vendors, and the public. Maintain a professional demeanor and adhere to proper etiquette.
- Possess an in-depth working knowledge of Microsoft Windows and the Microsoft Office suite (Word, Excel, Access, PowerPoint, Outlook).
- MacOS, iOS, iPadOS experience is preferred but not required.
- SQL Server experience is preferred but not required.
- Demonstrate exceptional troubleshooting and problem-solving abilities, encompassing hardware, software, and basic networking.
- Utilize critical thinking and collaborative strategies to enhance services and address technical challenges.
- Works with a high degree of initiative and independence while adhering to broad program guidelines and general supervision.
- Display exceptional written communication skills, utilizing both technical and non-technical terminology proficiently. Capable of documenting processes effectively.

Minimum Qualifications

- Preferred training and/or certifications for this position: A+, Network+, Security+, ITIL Foundation or HDI (SCA or DST), Microsoft (MTA), Apple (ACSP)
- Possess a minimum of 3 years of progressive computer-related experience, including technical support within a multi-system environment.
- Prior experience in a Public Safety or local government environment is preferred.
- Due to the level of access to potentially sensitive information, successful completion of a criminal background check is required. Background check must confirm eligibility for Criminal Justice Information Services (CJIS) system access and CJIS eligibility must be maintained for the duration of employment.
- Must be able to participate in an after-hours on call rotation and work extended hours when necessary.
- Valid Florida Driver's License required.

ESSENTIAL PHYSICAL SKILLS

- Sitting, standing, walking, stooping, bending, kneeling, pushing, pulling, reaching, crawling, climbing, handling objects, talking and hearing
- Must possess hand-eye coordination and fine manipulation skills are necessary to operate computers and various office machines
- The employee may occasionally lift/carry and/or move up to 50 pounds
- Employee must have the ability to access, input, and retrieve information from a computer and to sit at a desk and view a display screen for extended periods of time
- Specific vision abilities required by this job include close vision for data entry and reading correspondence, and peripheral vision to be able to greet public as they enter the office

Environmental Conditions:

- Works inside in an office environment

SELECTION GUIDELINES: Formal application, rating of education and experience; oral interview and reference check; job related tests might be required. The job description does not constitute an employment agreement with the employer, and requirements of the job may change. By signing below, I am indicating I have read and concur with the above description of my job.

EXHIBIT-NOT FOR EXECUTION
Print Name

Date

EXHIBIT-NOT FOR EXECUTION
Signature

**EXHIBIT TO
RESOLUTION**

**NOT FOR
EXECUTION**