



## **Police Information Technology Services**

### **Scope of Work**

1. Acts as a lead resource and primary support for Public Safety hardware and software support and recommends best practices for such systems.
2. Provides ongoing routine technical support and enhancements to existing systems and applications; as directed, performs maintenance, testing and daily operations; monitors, troubleshoots and maximizes performance and integrity; performs routine diagnosis of problems, and implements approved solutions.
3. Performs systems administration tasks to include implementing, configuring, and maintaining physical, virtual, and cloud programs.
4. Provides system training and technical support for users, in accordance with applicable information systems policies, procedures, methods and techniques; distributes information regarding system changes or enhancements; assists in preparing training materials.
5. Serves as project lead over all aspects of assigned information systems projects; evaluates and assesses client needs; identifies and allocates resources including equipment and materials.
6. Works with other IT staff, vendors, and regional partners on technical solutions and development.
7. Provides training and technical guidance to users and staff; works with other technical disciplines to facilitate issue resolution, technology development and integration.