



LARAMIE COUNTY

JOB DESCRIPTION

TITLE:	Public Safety Technician	FLSA:	Non-Exempt
DEPARTMENT:	Information Technology	REVISED:	

Summary: Under close supervision, coordinates the use of the public safety database systems; resolves problems, upgrades applications, and assures the security and integrity of the database.

Essential Job Functions: *(Essential function, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)*

- Assists with maintaining public safety databases; provides technical support services for the Sheriff's Office and other assigned agencies.
- Monitors system environment, access, security, functionality and utilization; security and access problems; assures optimum performance and system integrity.
- Maintains system stability, data integrity and maximum uptime; provides referral to appropriate staff when problems occur which are beyond the skills of the Public Safety Tech and tracks the problem until it has been resolved.
- Monitors database and applications; troubleshoots and resolves software and hardware problems.
- Monitors utilization trends to enhance performance and assure maximum uptime.
- Consults with users to identify concerns, and implements changes to improve content and service; provides recommendations for technical corrections to prevent disruption to the database.
- Prepares and updates technical documentation.
- Compiles and analyzes a variety of reports and user statistics; creates custom queries and reports as needed; coordinates the distribution of data to other government agencies, clients and users.
- Creates formal and informal training programs as needed.
- Manages local and remote access; creates user accounts.
- Provides technical support.
- Assists with special projects as necessary or assigned.
- Performs other duties as assigned or required.



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Knowledge and Skills:

- Knowledge of County organization, policies and procedures.
- General knowledge of MS Windows, data servers and storage devices.
- Knowledge of relational database administration principles including communications protocols, SQL applications, computer components and peripherals.
- Knowledge of system access and security guidelines and procedures.
- Knowledge of hardware and software troubleshooting techniques in a networked environment.

- General knowledge of database backup and recovery procedures and techniques.
- Strong knowledge of our Public Safety solutions.
- Skill in managing database changes through all the stages of the development life cycle.
- Skill in the use of windows servers and personal computer hardware, software and peripheral devices.
- Skill in establishing and maintaining effective working relationships with public officials, outside agencies, County staff and the general public.
- Skill in effectively communicating verbally and in writing.

Minimum Qualifications:

Associates Degree in Computer Science or related field; AND two (2) years' experience with Law Enforcement software systems preferably New World, OR equivalent combination of education, training and experience; AND successful completion of a criminal history, background check and polygraph.