

City of Vicksburg Job Description

Job Title: Camera and Helpdesk Specialist

Department: IT

Reports To: IT Director

FLSA Status: N

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Approved By:

Approved Date:

Summary

Responsible for managing the functionality and efficiency of the City's camera systems. Duties include setting up administrator and service accounts, maintaining system documentation, tuning system performance, and installing software for approved viewers. Interacts with users and evaluates vendor products. Will recommend purchases for hardware and software, coordinates installation and function of cameras. Will help with all helpdesk/level 1 IT duties.

Essential Duties and Responsibilities include the following:

- Responsible for providing technical solutions as well as assistance to technicians.
- Assists in coordinating video system installation with the installation and maintenance and support teams and oversees the setup and use of video assessment systems in an effective manner.
- Performs a variety of difficult assignments associated with monitoring and controlling of complex security systems.
- Sets up and maintains multiple complex security systems.
- Analyzes system faults and troubleshoots and runs diagnostic tests on operating systems and hardware to detect problems.
- Evaluates and installs developed software during various phases of testing.
- Reviews and prepares documentation for systems, tests, and installation of software. Investigates and recommends methods and techniques for obtaining solutions.
- Initiates preventive maintenance on the operating systems as well as repair to system/environment problems. Administers systems/environment solutions for multiple projects with varying schedules.
- Interfaces with vendors for trouble calls. Supports the planning of system/environment requirements for individual projects.

- Provides helpdesk assistance to employees by identifying problems, researching answers, and guiding employees through corrective steps.
- Improves employee references by writing and maintaining documentation.
- Install, modify, and repair computer hardware and software
- Improves system performance by identifying problems and recommending changes.
- Updates job knowledge by participating in educational opportunities and maintaining personal networks. Other duties as assigned.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- 5+ years technical experience in video system installs and maintenance.
- Must have VMS administrative background in setup, operation, and integration of a VMS
- Experience and skills to assist senior managers in the general management of program installation activities.

- Must have 1-2 of IT experience
- High school diploma, GED, or equivalent

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft Office Suite.

Certificates, Licenses, Registrations

Must have a valid driver's license.

Other Skills and Abilities

Must be able to work with little to no supervision.

Other Qualifications

Overtime, alternative work schedules and on-call work status may be assigned if needed.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand and walk. The employee must regularly lift and /or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.