RUTHERFORD COUNTY, TENNESSEE
CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: **IT APPLICATIONS SPECIALIST**

FLSA STATUS: **NON-EXEMPT COMPUTER PROFESSIONAL**

SAFETY SENSITIVE: **SUBJECT TO RANDOM DRUG AND BREATH ALCOHOL TESTING**

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform configuration, implementation, and maintenance of various software and applications managed by Rutherford County Sheriff's Office IT. May perform other related duties as assigned by Rutherford County Sheriff's Office IT Department. The position will provide critical primary support for a variety of applications and software utilized daily, 24/7. Reports to the Information Technology Manager.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Performs and/or oversees software and application development, installation, and administration; maintains and audits site, server, software licenses, and certificate renewals for departments/organization.

Keeps computer applications running smoothly and operating properly with required critical and security updates/patches.

Troubleshoots issues, fix bugs and maintain applications with regular and required updates without disrupting critical operations.

Notifies end users of any downtime due to upgrades, patches, or network disruptions.

Collaborates with end users and other IT Staff to discover any issues and make suggestions for improvements of applications and the possibility of purchasing new applications, upgrades to applications, development of applications as well as any necessary hardware or software as required.

Ability to regularly develop and distribute communication materials relevant to the supported application systems; such materials would include FAQ's, application "Tips/Tricks", upcoming software version/patch management information, etc.

Develops and coordinates ongoing training for end users and staff for new and updated software and applications with scheduling options for 24/7 operations.

Works with the IT Project Manager, regarding new applications or software, for the planning and implementation of such.

Assists departments with purchasing new software and/or applications necessary for their daily operations.

Operates various computer systems, networking systems, peripheral equipment, and related tools such as personal computers, printers, monitors, terminals, servers, hard drives, tape drives, modems, scanners, local area networks, network switches, and hand tools; enters commands into computer system to start computer operations, correct errors, operate peripheral equipment, and perform related functions; enters, retrieves, reviews or modifies data in computer programs or operating systems.

Maintains logs/documentation of work activities, computer operations, system modifications, maintenance activities, installations, and other activities, documents status of repairs.

Prepares or completes various forms, reports, correspondence, lists, system records, inventory records, or other documents.

Communicates with supervisor, employees, other departments, system users, vendors, service representatives, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Works with the IT Account Manager and IT staff for annual budget requirements for software/applications and licensing.

Maintains a knowledge of the principles, practices, and techniques of client computer, server, network design, domain and subsystems implementation.

Maintains a knowledge of principles, practices, and tools used in project management and scalable software deployment.

Understands and can work in different operating systems and domain/network technologies.

Possesses knowledge and understanding of current and common industry programming languages and scripting.

Ability to establish and maintain effective working relationships with all departments/staff.

Possesses strong verbal and written communication skills.

Ability to work independently and effectively manage time allocated for tasks and project deadlines.

Must work hours as scheduled

Completes work at assigned workstation as determined by supervisor.

ADDITIONAL FUNCTIONS

Shifts are typically during normal business hours, consisting of eight (8) hours in length with actual hours established by operational necessity.

Must be able to work weekends and holidays when/if necessary.

Must be able to work past normally assigned shift when/if necessary.

Will be subject to after hours on call rotation.

Completes other duties or tasks as assigned due as a result in changes or additions to meet the needs of the operation.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university with major course work in Information Technology, Information Systems, Computer Operations, Networking Systems with a closely related field (application programming, software engineering) OR any combination of related education, with a minimum of three (3) years' experience in management and administration of one or more application software systems with certifications, and/or licenses that will result in a candidate successfully performing the essential functions of the job..

Preferred skills include knowledge and working experience in the following:
- Public Safety applications including Records Management Systems (RMS), Jail Management Systems (JMS), Computer Aided Dispatch (CAD), and Mobile CAD. A working knowledge of Microsoft based operating systems and software for client and server (i.e., Exchange, MS SQL, SSIS, Office Suite, etc.).
- Ability to create custom reports using PowerBI, SSRS, and SQL views/procedures.
- Linux based systems, HTML, Java, CSS, C#, C++, .NET, and PowerShell programming languages and scripting.
- IP telephony, iOS, and Android telephony and applications, but not required.
- ESRI GIS mapping

PERFORMANCE APTITUDES

Color Discrimination: Must require the ability to differentiate colors and shades of color for interpreting GIS system.

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as machinery or electric currents.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Intelligence: Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge to topics related to primary occupations.

Interpersonal Communication: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations. Requires ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to co-workers or assistants. Must be able to communicate effectively in a variety of administrative, legal, or professional languages, including terminology, related to property assessment/appraisal.

Language Ability: Requires ability to read a variety of informational documents, directions, instructions, and methods and procedures. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice.

Manual Dexterity: Requires the ability to handle a variety of items, equipment, control knobs, switches, etc. Must have the ability to use one hand in a twisting or turning motion while coordinating other hand with different activities. Must have moderate levels of eye/hand/foot coordination.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Motor Coordination: Requires the ability utilize hand-eye coordination to perform various tasks.

Physical Ability: Tasks may require the ability to operate a variety of machinery and equipment, which includes a computer, printer, copy machine and telephone. Tasks also require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds) and occasionally heavy weight (30-40 pounds).

Physical Communication: Requires the ability to talk and/or hear: talking-expressing or exchanging ideas by means of spoken words, hearing-perceiving nature of sounds by ear.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

PHYSICAL DEMANDS ANALYSIS

1. **STANDING AND WALKING**
   Tasks: Standing and Walking
   in operations of UAVs
   Surface: Outdoors, typically level ground
   Estimated Total Hours: 1-2 hours **Maximum Continuous Time:** 1 hour

2. **SITTING**
   Tasks: Working at computer terminal
   Estimated Total Hours: 5-6 hours **Maximum Continuous Time:** 2-3 hours

3. **LIFTING/CARRYING**
   Objects: Servers, PC towers, monitors, switches, routers, UAVs, Ground Control Points

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs.	X				
11-25 lbs.		X			
26-50 lbs.				X	
51-75 lbs.					X
76-100 lbs.					X
>100 lbs.					X

4. **PUSHING/PULLING**
   Objects: Pushing/Pulling UAV cases
   Height of hands above floor during push: 3 feet

5. **CLIMBING**
   Tasks: Climbing on ladders to work on server racks, or look at cabling very occasionally
   Device: Ladder
   Height: 6 ft
   Frequency: Once a quarter

6. **BENDING/SQUATTING/KNEELING**
   Tasks: Working with UAVs
   Frequency: 2-5 times a week

7. **REACHING**

Hands Used: RIGHT   LEFT   BOTH **X**

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	All	Monthly	20 min	20 lbs.
21-36"	All	Monthly	20 min	20 lbs.

8. **WORK CONDITIONS**

Exposure to	Yes	No
Hot Temperatures	X	
Cold Temperatures	X	
Sudden Changes in Temperature	X	
Noise	X	
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges	X	
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	75 % of time
Outside	25 % of time

9. **OTHER JOB DEMANDS**

Does Job Require	Yes	No
Crawling	X	
Jumping		X
Lying on Back	X	
Lying on Stomach	X	
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

10. **LIST TOOLS, EQUIPMENT AND MATERIALS USED**

Crimp set, tone generator, screwdriver, UAV maintenance equipment, charging high capacity Li-Po batteries

11. **HAND USE**

Type of Use	Yes	No	Frequency
Keystrokes	X		
Grasp	X		
Fine Motor i.e.: writing, twisting hands or wrist, etc.	X		

Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

_____   _____

Employee Full Legal Name (printed)   Employee's Signature   Date