City of Binghamton

Mayor Jared M. Kraham

Office of the Civil Service Commission

Kent Drake-Deese, Personnel & Safety Director

Catherine Furner, Commissioner
Eileen Fitzgerald, Commissioner
Richard A. Bucci, Commissioner

CIVIL SERVICE COMMISSION MEETING AGENDA
Personnel/Civil Service Office, 38 Hawley Street, Binghamton
3:00 pm Tuesday, June 18, 2024

I. Call to Order:

II. Approve the minutes from the May 22, 2024 meeting.

III. New Business:
Job description update for IT, presented by Wayne Buerkle
- Senior Digital Technician

IV. Next meeting:
Wednesday, July 17th

V. Adjournment:

SENIOR DIGITAL TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for the installation, maintenance and problem resolution for digital video systems in the City including, but not limited to body worn cameras, interview room & in-car video. and assist in maintaining mobile data terminals in public safety vehicles. Additionally, the employee is responsible for the release of video from these systems in accordance with City policy and procedures. The employee is also responsible for the oversight of City's physical security system.   The position requires frequent contact with users in identification of needs and resolution of hardware and software problems. Additionally, an employee in this class is responsible for providing help-desk support as needed.   The work is performed under the general supervision of the City IT Director. Does related work as required.

TYPICAL WORK ACTIVITIES:
- Assigns, tracks, and maintains body-worn camera, interview room, and in-car video equipment;
    - Release of video to District Attorney per policies, procedures and NYS law
    - Reviews logs of video access/review by officers
    - Review and redaction of video pursuant to City policy as it pertains to FOI requests
    - Verifies that all video is uploaded appropriately and accurately classified/tagged;
    - Creates reports for police department as requested;
    - Ensure retention policy is followed, including destruction of recordings when required per retention time.

- Oversight of Physical Security System
    - Configure employee physical security access;
    - Work with vendor to install, setup, and configure security equipment (card readers, cameras, and associated software);
    - Controls user rights and access for software systems in relation to physical security;
    - Monitor physical security system activity and reporting unusual activity to IT Manager;
    - Run physical security system reports as necessary;
    - Download and release video as required;

- Maintains inventory of digital video equipment including maintenance and repair records;
- Oversees needed repairs or replacement of digital equipment through the vendor(s);
- Work with vendors on service requests, billings, maintenance agreements and contracts;
- Initial and ongoing training of users in the used of security and digital video systems;
- Assists in maintaining mobile data terminals and related peripherals (hardware and software) in public safety vehicles;
- Follows-up with employees to ensure problems are resolved and updates them regarding actions taken or planned;
- Help desk support

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Excellent knowledge of typical personal computer hardware and software applications;
- Good knowledge of information technology help desk procedures, processes and practices;
- Working knowledge of public safety mobile data terminal systems;
- Skill in the use of tools and equipment used in the installation and repair of computer hardware;
- Ability to establish effective working relationships with employees in other departments at all levels;
- Ability to understand and follow complex oral and written instructions;
- Ability to express oneself clearly and effectively both orally and in writing;
- Ability to maintain inventory and operational records;
- Ability to perform close detail work;
- Ability to lift up to 40 pounds;
- Initiative, tact; patience; good judgment; resourcefulness; courtesy.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in computer science, computer technology, computer repair or a closely related field and ~~three~~ - two years experience of providing technology support in public safety environment ~~including a body camera system of at least 50 devices;~~ or

B) High School degree and ~~seven~~ - five years experience as indicated above; or

C) An equivalent combination of training and experience as indicated within the limits of A) and B).

SPECIAL NOTE: Because of the radical evolution of technology in this field, qualifying experience must have been gained within the last 10 years.

Background Investigation and additional screenings: Each candidate is subject to a thorough background investigation to comply with requirements related to security, data types and supported systems. A conviction at any time may bar appointment to this position, result in termination and/or require additional screening at the discretion of the employer.

Adopted: November 15, 2023 (Competitive)