PURPOSE OF THE CLASSIFICATION: Under general direction is responsible for application system configuration and support involving end-user interaction, problem analysis, testing and testing supervision, developing forms and reports; and performs other related assigned duties.

ESSENTIAL TASKS:
- Provides professional consulting and systems support services to the Tulsa Police Department's (TPD) users and divisions, including recording and tracking software system and interface issues, finding temporary workarounds and solutions, and working closely with TPD management and the City of Tulsa Information Technology Department (IT) to ensure optimal performance and maximum benefits from assigned systems
- Supports business administrators in maintaining system security, granting permissions, on-boarding new users and removing users, and configuring user groups
- Receives, triages, and resolves Service Desk+ technical support tickets for assigned TPD information systems
- Identifies quality control problems and workflow delays, developing and implementing solutions
- Develops end-user automated forms, reports, workflows, and documentation
- Coordinates, supervises, and implements system updates with software vendors, analysts, users, executives, managers, and IT
- Manages system testing of assigned TPD systems and upgrades to ensure continuous system availability to all end users, developing system test plans, coordinating tests, tracking and reporting results to management and software vendors
- Manages vendor relationships, including software and hardware license monitoring, account services, support management, contract compliance, maintenance, and troubleshooting and vendor technical support and issue resolution
- Conducts feasibility studies and researches and evaluates alternatives to meet user's needs for new systems or to revise existing systems
- Coordinates on-site computer classes, directing and providing technical training and assistance
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following options or an equivalent combination of training and experience per Section 100 of the City of Tulsa's Personnel Policies and Procedures:

1.   (a) Completion of one hundred and twenty hours (120) from an accredited college or university; **and,**
        (b) Five (5) years of experience relevant to the essential tasks listed in this job description.
        (c) A bachelor's degree in business, public administration, computer science, management information systems, or mathematics is *preferred*.

Knowledge, Abilities and Skills:

Knowledge of:
- Comprehensive knowledge of end-user functions and business processes

Ability to:
- Ability to communicate technical subject to end-users in business language
- Ability and desire to lead, facilitate, and organize with interpersonal and motivational skills

- Ability to create custom reports using various report design tools
- Ability to obtain Basic CLEET Instructor certification and provide training in classroom and field settings
- Ability to work effectively and professionally with members at all levels of the organization
- Ability to lead projects of varying complexity with tight deadlines, closing projects on time and within budget
- Ability to analyze complex issues and formulate sound solutions
- Ability to work independently and to recognize, analyze, and solve complex business and organizational challenges
- Ability to understand and influence the behavior of others within the organization, customers, and the public to achieve job objectives and to cause action or understanding

Skill in:
- Skill in communication, both verbal and written

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting, pushing and pulling up to 40 pounds; may be subject to extended periods of walking or sitting, and reaching; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; occasionally outdoors and in inclement weather; and requires travel to various City locations to provide computer related assistance.

EEO Code: E-02
Group: Clerical and Administrative
Series: Data Processing and Information Services