

## MOBILE DATA SPECIALIST

**PURPOSE:** Manage and maintain mobile data equipment and infrastructure to ensure optimum performance, ease of use, security, and data integrity.

Mobile data equipment includes, but is not limited to, cell phones, smart phones, laptops, mobile routers, wifi hardware, mobile VPN software (NetMotion, Radio IP, Cisco VPN), GPS systems, control servers for GPS and trunking radio systems and other equipment.

Mobile data infrastructure includes but is not limited to WiFi, VPN tunnels, data radio connections, cellular data connections, and any other mobile data transmissions as supported by the City.

**FUNCTIONAL AREAS:** Under general supervision:

1. Manage mobile data hardware, infrastructure, and systems.
  - \* A. Install, maintain, and update equipment, systems, applications, operating systems, upgrades, and patches for mobile data equipment and mobile data infrastructure.
  - \* B. Assist with maintenance of the City's mobile data connections and make recommendations regarding changes and/or improvements.
  - \* C. Troubleshoot mobile networks, systems, and applications to identify and correct malfunctions as well as optimize performance.
  - \* D. Configure, install, and maintain communications hardware and software for the City's mobile data needs.
  - \* E. Analyze utilization, availability, and future needs, and make recommendations to management on technical modifications and/or enhancements to mobile data technology.
  - \* F. Provide and maintain written documentation of mobile technology configurations and backup procedures.
  - \* G. Provide reports as needed to meet the City's ongoing mobile data communications needs.
  - \* H. Develop and test disaster recovery procedures to protect against catastrophic circumstances or other hardware failures in all network components.
2. Implement and monitor mobile data security.
  - \* A. Assist with establishment and maintenance of mobile data security policies and procedures.
  - \* B. Ensure compliant security on devices; e.g., hard drive encryption, encryption on smartphones, recovery options, etc.
  - \* C. Assist in setting password policies.
  - \* D. Ensure password compliance is met.
  - \* E. Ensure data transmission security; e.g., mobile VPN, encrypted radios, etc.
  - \* F. Maintain mobile virus and other malware control on mobile devices and systems.
  - \* G. Assist with maintaining user databases and permissions.
  - \* H. Develop and maintain appropriate level security for offices and other groups.

3. Perform related duties.

- \* A. Assist users with questions and/or problems regarding mobile data resources.
- \* B. Alter and configure mobile data equipment to meet changing user needs.
- \* C. Maintain up-to-date knowledge of the latest technology.
- D. Perform related tasks as required.

## **JOB REQUIREMENTS**

### Education & Experience Requirements

- ◆ A. Graduation from an accredited two-year college with a degree in computer information systems or related, plus four (4) years of progressively responsible, verifiable work experience in systems development including at least two years of full-time experience in network design, implementation, and maintenance; OR five (5) years of full-time, verifiable experience in network design, implementation, and maintenance; OR a combination of verifiable education and experience equaling five years that is determined by Human Resources to be equivalent.

### Knowledge Requirements

- ◆ A. Knowledge of the principles and techniques of personal computer operating environments.
- ◆ B. Knowledge of computer systems, office automation, and computer hardware and software applications.
- ◆ C. Knowledge of wireless networking concepts including bridges, routers, and local and wide area networking protocols.
- ◆ D. Knowledge of computer and network security systems, applications, procedures, and techniques.
- ◆ E. Knowledge of data and file management techniques.
- ◆ F. Knowledge of mobile communications equipment (voice, video, telemetry, wifi, RF, etc.).

### Skill Requirements

- ◆ A. Skill in the configuration, installation, and maintenance of mobile data hardware, infrastructure, and systems.
- ◆ B. Skill in analytical problem solving.
- ◆ C. Skill in identifying and troubleshooting hardware and software computer system malfunctions and operational problems related to mobile data communications technology.
- ◆ D. Skill in communicating technical information logically and accurately in oral and written forms.

### Ability Requirements

- ◆ A. Ability to gather, analyze, and organize information.

- ◆ B. Ability to enter data into a computer workstation.
- ◆ C. Ability to read, analyze and interpret technical diagrams and written procedures.
- ◆ D. Ability to effectively communicate on a one-to-one basis and with groups to obtain or provide information related to user needs.
- ◆ E. Ability to coordinate multiple tasks efficiently.
- ◆ F. Ability to establish and maintain effective working relationships with supervisors, co-workers, users and other staff.

Physical Requirements

- ◆ A. Ability to occasionally stoop, crouch, recline, climb ladders and reach above shoulder height when installing equipment.
- ◆ B. Ability to occasionally lift and carry equipment weighing up to 50 pounds.
- ◆ C. Ability to sit for extended periods.
- ◆ D. Ability to attend work on a regular basis.
- ◆ E. Manual dexterity to perform data entry on computer.
- ◆ F. Ability to talk and hear for the purpose of providing/exchanging information.

\* Essential functions of the position

- ◆ Job requirements necessary the first day of employment

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