



City of Hutto

IT Specialist - Police Department

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| SALARY | \$43.77 - \$48.32 Hourly | LOCATION | Hutto, TX |
| JOB TYPE | Full Time | DEPARTMENT | Police |
| DIVISION | Non-Sworn | OPENING DATE | 09/10/2025 |
| CLOSING DATE | 10/10/2025 11:59 PM Central | FLSA | Non-Exempt |

Position Overview

Title: IT Specialist- Police Department
 Department: Information Technology
 Status: Full-Time
 FLSA: Non-Exempt

POSITION OVERVIEW

Under the general supervision of the IT Manager, this position will be responsible for the configuration, implementation, and maintenance of various technology managed by the police department. The incumbent will provide primary support for a variety of Public Safety Information Technology systems to include: network, server, phone, desktop, laptop, mobile, radio, wireless and video hardware and software. Performs work associated with the installation, repair, and maintenance of various electronic equipment and devices.

ESSENTIAL DUTIES

- Troubleshoots networks, systems, and applications to identify and correct malfunctions and other operational difficulties.
- Installs, configures, and maintains personal computers, Windows workstations, file servers, Ethernet networks, networking cabling, and other related equipment, devices, and systems; adds or upgrades and configures modems, disk drives, CS/DVD units, printers, and related equipment.
- Performs and/or oversees software and application development, installation, and upgrades; maintains site licenses for department/organization.
- Monitors, plans, and coordinates the distribution of client/server software and service packs.
- Supports, monitors, tests and troubleshoots computer hardware and software for the Police and partnering departments.
- Analyzes, modifies, tests, and debugs new or existing programs and makes changes as required.
- Supports, monitors, tests and troubleshoots public safety radio system hardware and software for the Police and partnering departments.
- Processes IT work orders received from departmental employees.
- Develops and coordinates ongoing training for new and updates software and hardware packages.
- Works with public safety agencies on information technology procedures to assure compliance with CJIS, HIPAA, and other security standards to protect data in police, fire, and other public safety environments.
- Provides technical support to Public Safety users, which includes including troubleshooting, problem resolution and general question response.

- Performs and maintains 24/7 availability for after-hours support.
- Help departments with purchasing technology-based equipment and prepare specifications.
- Provide input and task work on technology-based projects and work as a project team leader or member.
- Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.
- Performs other related duties as assigned.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES

- Bachelor's degree from an accredited college or university with major course work in Information Technology or a closely related field
 - OR any combination of related education, experience, certifications and licenses that will result in a candidate successfully performing the essential functions of the job.
- Minimum of two (2) years' experience providing technology customer support in public safety preferred.
- Must pass an extensive personal background check and be eligible and able to meet all requirements for compliance with CJIS.
- Valid Class C Driver License

KNOWLEDGE, SKILLS, & ABILITIES

- Extensive knowledge of the principles, practices and techniques of computer and network design and implementation.
- Extensive knowledge of Microsoft architecture and technology.
- Basic knowledge of principles, practices and tools used in project management.
- Knowledge and skills in administering and supporting enterprise relational databases
 - including SQL administration.
- Knowledge of tools relevant to the Microsoft platforms including monitoring, diagnosis, problem identification and resolution.
- Knowledge of current IT Security standards and practices
- General knowledge of Motorola Network Management software, including Motorola 800 MHz Trunked Radio system.
- Knowledge of Panasonic Arbitrator videos recording systems.
- Knowledge of mobile data systems.
- Knowledge in encryption and security protocols.
- Knowledge of police emergency equipment wiring on police vehicles.
- Expert level skill in PC hardware, server hardware, and Windows operating systems.
- Skilled in communication, both verbal and written
- Skilled in troubleshooting and resolving issues with communications equipment.
- Skilled in making sound decisions and using good judgement.
- Ability to develop professional end user and operations documentation.
- Ability to multitask across multiple concurrent projects utilizing time management processes.
- Ability to work independently and effectively manage time allocated for tasks.
- Ability and interest to complete professional development of IT skills and knowledge.
- Ability to establish and maintain effective working relationships with diverse employee groups.
- Ability to perform duties in high stress emergency situations.
- Ability to work any shift, including days, weekends, and nights and occasional holidays, as needed. (Shifts are typically eight (8) hours in length with actual hours being established by operational necessity)
- Ability to be available for call-back, if the need arises.

WORKING CONDITIONS/PHYSICAL DEMANDS

Environment is mostly an indoor, office setting, with occasional field work, which includes working in police vehicles. While performing the duties of this job, the employee is regularly required to balance, sit, stand, reach, walk, run, stoop, kneel, crouch, push, pull, lift, twist, demonstrate manual dexterity, grasp, talk, hear, and see. Must be able to sit for long periods, working on a computer. Must be able to lift up to 50 lbs.

CORE VALUES

This position requires an individual to align with and maintain the standard as set by our organization's Core Values:
Integrity- Communicating honestly, being accountable, upholding moral principles, and supporting our organization's values

Collaboration- Showing teamwork is equally as cherished as individual achievements by celebrating positive outcomes together

Consistency- Producing an accomplished standard of work in the workplace

Servant leadership- Actively listening to exert a positive influence

Mutual respect- Valuing opportunity, unique contributions, and each other

Forward-thinking- Considering needs, listening to team members, and thinking innovatively

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

The City of Hutto provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard of race, color, religion, age, sex, national origin, disability, marital status, genetics, protected veteran status, sexual orientation or any other protected characteristic under applicable law.

Employer

City of Hutto

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