



CREW LEADER – LANDSCAPE RECYCLING CENTER

JOB DESCRIPTION

Department: Public Works	Division: Operations
Work Location: Landscape Recycling Center	Percent Time: 100%
Job Type: Civil Service	FLSA Status: Non-exempt
Reports To: Arbor Supervisor	Union: AFSCME

JOB SUMMARY

Responsible for overseeing the work of full-time, part time, and seasonal workers; organizing work sites; obtaining materials for job sites, and maintaining inventories and equipment.

The Crew Leader, when assigned to the Landscape Recycling Center (LRC), is responsible for overseeing the work of staff in the general operation of the LRC, identifying and resolving customer concerns in a professional and courteous manner, identifying and resolving operational problems, and assisting in the planning and coordination of LRC-related projects.

Distinguishing Characteristics: Under general supervision of the Arbor Supervisor, the Crew Leader assists in overseeing the operation of Landscape Recycling Center . Incumbents in this class operate as senior-level employees on their respective crews and exercise proficiency, independent judgment, initiative, as well as provide leadership in the absence of a Supervisor. Advancement to the Crew Leader position is based on meeting minimum qualifications, satisfactory job performance, and position availability.

ESSENTIAL FUNCTIONS

- Oversees daily operation of the LRC and ensures compliance to all applicable laws, polices, and guidelines.
- Receives work orders from the Arbor Supervisor and/or generates work orders with the approval of the Arbor Supervisor; inputs field records in work order system of work performed.
- Oversees the work of LRC employees including full-time, part-time, and seasonal employees; coordinates and checks daily work progress; assists with training as required; provides feedback to supervisor for evaluations.

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- Coordinates daily work plans for the respective section employees; coordinates with other Operations Supervisors, the Deputy Director for PW Operations, and other divisions and departments.
- Assists in organizing work projects and assigns employees, equipment, and materials; orients staff to project, work sites, and daily work plans.
- Assists supervisor with inspecting future work areas and layout of actual work sites when required.
- Responds to emergency call-backs after normal working hours.
- Responds to and assists in the resolution of customer concerns.
- Purchases materials for work projects at defined limits; reports on inventories on materials purchases for projects.
- Reports all job-related injuries and accidents.
- Assists in Public Works project planning and coordinating as necessary.
- Provides guidance and leadership in absence of Supervisor.
- Assists supervisor with tracking of work in work order system.
- Coordinates daily activities of assigned crew.
- Performs other related duties as assigned.

The LRC Crew Leader is responsible for overseeing and performing the following:

- Operates various equipment such as crawler loader, wheel loader, skid steer loader, wood chipper, compost turner, tub grinder, log splitter, trommel screener and chain saws to process and transfer landscape and tree debris material.
- Monitors the type of material entering the Center and determines acceptability.
- Estimates volumes of materials received, operates cash register to issue receipts, and collects fee associated with the distribution of processed materials.
- Maintains the Site in a clean and orderly manner to provide safe working conditions.
- Assists with site weed abatement by mowing and/or spraying.
- Monitors processed materials stockpiles in order to maintain adequate supplies for customer sales.
- Cuts, splits, and stacks firewood with an advanced six way hydraulic log splitter.
- Operates technical instruments and records data for compost monitoring process.
- Assists the Supervisor in allocation of staffing resources including shift changes and overtime distribution in accordance with the collective bargaining agreement and departmental policies.
- Assists with LRC role and response with emergency management response planning.
- Assists in business planning discussions related to sales, product production, disposal fees, and similarly related opportunities.
- Identifies needed LRC site maintenance projects and oversees work.
- Plows and removes snow as directed.

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This information is intended to be descriptive of the key responsibilities of the position. These examples do not identify all duties performed by any single incumbent.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Knowledge and skills typically acquired through graduation from high school or equivalent.
- Five (5) years of work experience at the Landscape Recycling Center; three of those years must include experience as an Equipment Operator II or equivalent professional, journey-level construction-related experience.

PREFERRED QUALIFICATIONS

- Demonstrated knowledge of occupational hazards and safety precautions necessary regarding the daily operation of the Landscape Recycling Center.
- Knowledge of occupational hazards and safety precautions necessary regarding the construction trade and City and State codes regarding Public Works construction regulations.
- Completion of relevant supervisory/field training, e.g., APWA Roads Scholar Program or training with similar content and coursework.

Knowledge of

- Demonstrated knowledge of standard practices, procedures, and polices related to the daily operation of the Landscape Recycling Center.
- Demonstrated knowledge of standard practices, materials, tools, and equipment used in Public Works construction and general public works maintenance and repair.
- Knowledge of federal, state, and City construction and safety regulations.
- Invasive species and plants.
- Applicable federal, state, and local environmental and EPA regulations.
- Applicable City ordinance, polices, and procedures.
- Applicable collective bargaining agreement and Departmental policies and procedures.
- LRC site rules and regulations.

Skills

- Basic algebra and accounting skills.
- Skill in the use and maintenance of manual and heavy equipment used in construction.
- Oral and written communication skills.

Ability to

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- Effectively oversee the work of LRC staff including full-time, part-time, and seasonal employees.
- Ensure accuracy of work performed and materials used by the overseen employees.
- Comply with safety and construction standards and codes accepted by the City.
- Monitor progress of work performed and adhere to work project schedules.
- Safely operate City vehicles and equipment.
- Read and interpret work assigned through written and verbal instructions.
- Perform tasks under adverse weather conditions.
- Operate heavy equipment (rubber tired and track driven) including but not limited to crawler loader, wheel loader, skid steer loader, snow removal equipment, wood chipper compost turner, tub grinder, hydraulic log splitter, large chain saws, backhoe, and trommel screener.
- Adapt to and learn to operate additional rented equipment, including but not limited to tubgrinder, trommel compost screener, earth-work equipment and various loader attachments as assigned.
- Operate technical instruments and record data for compost monitoring process and leachate runoff testing.
- Establish and maintain effective working relationships with City staff and the general public.

LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED

- Must possess or obtain within six (6) months of employment a valid State of Illinois Class B Commercial Driver's License (CDL) with Air Brake endorsement and have a safe driving record.
- Must obtain Pesticide Operator License. Within twelve (12) months of hire.

Job Dimensions

SPECIAL REQUIREMENTS

- Employees in this classification are designated as Emergency/Essential and may be required to work overtime with little or no advance notice.
- The incumbent has considerable ongoing responsibility for public safety, as characterized by regularly scheduled duties including: 1) dealing with emergencies that directly affect the safety of the public, and 2) operating equipment or machines for which the consequences of operator error include significant property damage and/or threaten serious injury to self or others.

Contacts

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- Frequent contact with general public, other public works departments, and other City departments.
- Regular contact with manufacturers and local suppliers to discuss and obtain materials for Landscape Recycling Center projects.
- Occasional contact with other private or government safety organizations.
- Contact occurs with vendors, utilities, contractors, other municipalities and organizations, and the public.

Supervision received

- This position works under the general supervision of the Arbor Supervisor.

Level and complexity of supervision exercised

- This position is not responsible for supervising any staff positions but is responsible for overseeing the work of LRC employees including full-time, part-time, and seasonal employees.

SECURITY LEVEL

- Level CDL: Must demonstrate the ability to perform safety-sensitive functions in accordance with federal requirements.
- Level PHYS: Must demonstrate the ability to perform essential functions that require physical agility as noted in the job description, with or without reasonable accommodations.

Physical Demands and Working Conditions

The work environment involves potential high risk and/or stress due to exposure to dangerous situations, hazardous materials, and/or unusual environmental stress from working in high-risk situations and/or high noise levels, poor ventilation, and/or extremes of heat or cold. Protective gear and/or special equipment is normally required.

Work requires considerable and strenuous physical exertion such as climbing ladders, frequent lifting of objects over 50 pounds, crawling or crouching in restricted areas. Occasional lifting of heavy objects weighing 75 pounds or more is required. The work environment and physical demands may include: making precise arm-hand positioning movements; lifting arms above shoulder level; working in small, cramped areas, (e.g., equipment enclosures, etc.); climbing ladders or steps to reach work areas; remaining in a standing position for extended periods of time; working outside year-round in a variety of weather conditions with exposure to the outdoor elements; moving heavy objects long distances (more than 20 feet); traveling across rough, uneven, or rocky surfaces; lifting heavy objects up to 75 lbs.; using power tools and hand tools; climbing stairways, ladders, and work on elevated structures; working in a stationary position for considerable periods of time (i.e., kneeling, standing, and sitting); extensive reading and close vision work (reading blueprint and diagrams); exposure to heat, cold, dampness, dust, pollen, odors, fumes, etc.; exposure to hazards of falls, noise, equipment operation, etc.; and may require working extended hours (employees are assigned stand-by shifts outside their normal work shift and may be called for emergencies).

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.

Hearing: Hear in the normal audio range with or without correction.

The physical demands and work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Class Specification History

New class: December 18, 2024

General revision:

Revised minimum qualifications:

Revised definition, minimum qualifications, and add distinguishing characteristics:

Revised minimum qualifications:

Revised definition and distinguishing characteristics:

New class code:

For HR/Finance Use

Job Class Code	Pay Grade
EEO Category	LVL



COMPUTER/SYSTEMS TECHNICIAN

Job Description

Department: Executive	Division: Information Technology
Work Location: Urbana City Building Hall	Percent Time: Full-time (100%)
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Personal Computer Analyst/Network Coordinator IT Manager	Union: Non-Union

JOB SUMMARY

~~Provides first level~~ [Under general supervision of the IT Manager, the Computer/Systems Technician provides technical tier one and tier two helpdesk support both over the phone and in person](#) for users of all ~~Information Technology~~ [City information technology](#) supported systems, applications and services. Assists and performs assigned tasks to support ~~Personal Computer Analyst/Network Coordinator to~~, maintain, and administer City ~~Personal Computer~~ [information technology](#) hardware and software systems. Assists the ~~Personal Computer Analyst/Network Coordinator to maintain~~ [other members of the IT team in maintaining and administering](#) City ~~Network~~ [network](#) hardware and software systems [when needed](#). May be assigned to perform these duties for other entities that have contracted with the City for [IT](#) support.

ESSENTIAL FUNCTIONS

- Performs technical tasks, such as running cable, primary diagnostics on hardware and software, installing and configuring network hardware and software; installing ~~personal~~ computers; and configuring hardware and software.
- Provides setup and configuration of computing peripherals such as printers, monitors, scanners, mice, special keyboards and other equipment as necessary.
- Troubleshoots hardware, software, network and peripheral issues and provides hardware replacement, cleaning or repair as needed.
- Performs hands-on fixes at the desktop level including installing and upgrading software, implementing file backups and configuration of systems and applications.
- Performs employee training in the operation of personal computer hardware and software ~~through individual instruction~~.
- Answers immediate questions in the operation of personal computers and the network.
- May assist the ~~Personal Computer Analyst/Network Coordinator~~ [Administrator](#) in administering the City's network hardware and software, including operating system, file storage user access, problem resolution (back-up) and security as assigned.

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- Maintains inventory of the City's personal computer hardware and software.
- Communicates with vendors for technical support, RMA and program updates as needed to resolve hardware and software issues.
- Researches hardware and software for use in City systems as directed by the ~~PC Analyst/Network Coordinator~~ IT Manager.
- Reports to ~~PC Analyst/Network Coordinator~~the IT Manager on status of Help Desk issues, current projects, hardware ~~and~~ and software requests, and other computer ~~or~~ or network issues as they arise.
- Complies with City and Department policies and procedures.
- Performs other related duties as assigned.

Standardized Essential Duties:

- ~~• Continuously seeks process improvements in all operations with the ultimate goal to improve the quality of customer service.~~
- ~~• Assists the public with inquiries, requests, and/or problems in a friendly, respectful, courteous, and professional manner.~~
- ~~• Communicates and reinforces organizational culture and values.~~
- ~~• Maintain maximum security over confidential materials.~~
- ~~• Recognizes situations which are beyond his/her limits and directs them to the appropriate person.~~
- ~~• Maintains ongoing communication with supervisor, informing him/her of all pertinent problems, irregularities, new developments, changes and other important information within area of responsibility.~~
- ~~• Maintain a professional and courteous attitude with all people, including fellow employees, members of the public, management, board and commission members, elected officials and members of the media. Cooperates with other departmental/division personnel to ensure customer service standards are consistently practiced.~~
- ~~• Maintain confidentiality in performing assignments relative to any information received directly or indirectly. Ensure that confidential information is kept secure.~~
- ~~• Complies with City policies and procedures.~~
- ~~• Report to work on time and as scheduled.~~
- ~~• Perform other duties as needed or assigned.~~

JOB REQUIREMENTS

EDUCATION & EXPERIENCE

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- ~~Knowledge and skills typically acquired through completion~~ Completion of a ~~Microcomputer Support Specialist associate's degree, an associate's degree in~~ Network Administration, Computer Science or, Computer Information systems Systems, or a related field.
- Two (2) years of professional, full-time, directly-related work experience ~~in covering the following areas:~~ operating and maintaining microcomputers and computers, software application support, basic, networking skills demonstrating ability to connect and configure such as the connecting and configuring networked computers and peripherals to the City's network; and knowledge and experience interfacing with Windows Servers. Some knowledge of switches, routers and IP traffic is preferred, and work in an enterprise IT environment.

Computer/Network Systems Technician

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- ~~Knowledge of principles and processes for~~ Experience providing excellent customer service to users. This includes providing customer needs assessment (e.g., interviewing ~~City staff and other~~ system users to accurately assess their needs), meeting quality standards for services, and evaluating customer satisfaction. -
- ~~Proficiency with standard desktop software applications.~~
- Experience with complex problem-solving situations, such as identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Experience with testing, installing and connecting various computers in ~~the~~ network environment; troubleshooting and diagnosing hardware problems; and providing minor computer repairs.

KNOWLEDGE OF

- Desktop hardware components and techniques required to repair, upgrade or recommend the purchase of desktop computer systems.
- Analyze use cases and recommend the purchase of Windows compatible systems.
- Personal computer operating systems, primarily Microsoft Windows.
- Mobile device operating systems (Android, iOS, iPadOS).
- Troubleshooting standard desktop and cloud-based software applications.
- Fundamental security techniques for protecting network clients.

SKILLS

- Excellent verbal and written communication skills demonstrating the ability to convey technical issues and maintain good public relations with Information Technology customers and vendors.
- Communicating technical information to non-technical users.
- Outstanding customer service and active listening skills.
- Analytical skills that involve analyzing data, breaking down problems, identifying relationships between issues and making complex plans.
- Sufficient proficiency with standard desktop software applications such as Microsoft Office to support end-user issues with these applications.

ABILITY TO

- Communicate clearly and effectively, both verbally Establish and maintain a cooperative work environment with associates, supervisor, and customers in writing, with various City staff and other departments.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Serve as a back-up on-call responder to handle urgent calls for service regarding system users problems and outages during off-duty hours.

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- ~~Apply excellent verbal and written communications in order to convey technical issues, and maintain good public relations with Information Technology customers and vendors.~~
- Work within deadlines and frequent interruptions.
- Work patiently with groups and individuals in a training situation.
- Work with close attention to detail.
- Work independently and coordinate work as part of a larger team.
- Learn new skills as the IT landscape evolves, keeping on top of current technology trends and support.
- Maintain maximum security over confidential and secure information encountered in the course of performing all work.

LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED

- Must possess a valid State of Illinois driver's license or be able to obtain one within 15 days of employment.

SPECIAL REQUIREMENTS

- Must be available for system emergencies and maintenance that may arise before 8 a.m. and after 5 p.m. and on weekends.

Supplemental Information

Supervision received

Level and complexity of supervision exercised

- ~~This position is not responsible for supervising any staff positions.~~

Security Level

PHYSICAL DEMANDS AND WORKING CONDITIONS

Physical Demands:

- ~~Lift and maneuver 50 lbs.~~
- ~~Climb ladders.~~
- ~~Maneuver in confining spaces.~~
- ~~Making skillful coordinated movements with the hands and arms.~~
- ~~See in close environmental surroundings.~~
- ~~Sit for prolonged periods of time at a computer screen.~~

Working Conditions:

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- ~~Standard office setting.~~
- ~~Minimal short distance travel is required.~~
- ~~Possibility of contact with electrical hazards.~~
- ~~Works in close association with others.~~
- ~~This position contains high degree of complexity requiring special training and skills.~~
- ~~Work environment may include occasionally working in confined spaces and/or in cramped body positions.~~
- ~~Work is subject to deadlines and frequent interruptions.~~

Job Dimensions

RESPONSIBLE FOR:

- ~~Performing weekly and other periodic system maintenance.~~
- ~~Assisting the Personal Computer Analyst/Network Coordinator to manage the City's personal computer hardware and software inventories; determining warranty and maintenance schedules, and to make daily decisions regarding the repair/replacement and dissolution of various pieces of hardware/software.~~
- ~~Performing computer technician tasks, such as running cable, primary diagnostics on hardware and software, installing and configuring network hardware and software and installing personal computers.~~
- ~~Performing employee training in the operation of personal computer hardware and software in a one on one setting.~~
- ~~Assisting the Personal Computer Analyst/Network Coordinator in administering the City network hardware and software, including operating system, file storage user access, problem resolution, back up and security.~~

JOB DIMENSIONS

The job requires knowledge of information technology such as could be acquired through experience or classroom-based course work. Knowledge of established processes, methods, and techniques, as well as practical knowledge of a few specific technical and scientific principles is required, which permits the employee to carry out routine assignments and to gain familiarity with the operating systems, equipment, software, and business goals of the organization. Examples include: responding to requests to identify and solve recurring end-user problems associated with using a computer; installing and testing internal component upgrades, peripheral devices and new software; and/or configuring and installing a group of individual computer workstations in accordance with standard practices. Work directly impacts the operation, accuracy, reliability, acceptability or design of programs, systems or equipment that affect the operation of individual departments. Work activities may be complex, but normally involve addressing problems or situations with established methods to allow departments to function properly. Improperly performed work and/or equipment or software failures are likely to produce significant errors and/or create delays that directly affect the ability of a department to function properly. While the scope of improperly performed work and/or equipment or software failure is limited, the nature of the activity may require that emergency repairs be performed.

Contacts: INTERNAL/EXTERNAL

Computer/Network Systems Technician

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- Daily typically include daily contact with City staff and other system users who use computers and peripheral devices as essential tools of their daily work for problem resolution and for computer training. Occasional contact with vendors for trouble-shooting, RMAs, and program updates of hardware and software using e-mail, postal mail, and phone.

- Contact with vendors for trouble shooting, RMAs and program updates of hardware and software using e-mail, postal mail, fax and phone.

Supplemental Information

Supervision received

- This position operates under general direction of the Information Technology Manager.

Level and complexity of supervision exercised

- This position is not responsible for supervising any staff positions.

Security Level

- Level CJIS: essential functions require unescorted access to unencrypted criminal justice information. Upon a conditional offer of employment, the selected candidate must demonstrate the ability to meet the essential functions associated with this security level, in accordance with federal requirements.
- Level MVR: essential functions require frequent use of City vehicles.

~~**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.~~

~~**Hearing:** Hear in the normal audio range with or without correction.~~

The physical demands and **PHYSICAL DEMANDS AND WORKING CONDITIONS**

Physical demands: Lifting and maneuvering up to 50 lbs., climbing ladders, maneuvering in confining spaces, making skillful, coordinated movements with the hands and arms, seeing in close environmental surroundings, and sitting for prolonged periods of time at a computer screen.

Working conditions: Office is located in a restricted access area with other staff. May work in server room or other equipment areas that are kept at lower temperatures for periods of time to repair, maintain or replace equipment. Work environment may include occasionally working in confined spaces and/or in cramped body positions, possible contact with electrical hazards, and in close association with others. Minimal short-distance travel is required.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress, with or without accommodation.

Hearing: Hear in the normal audio range with or without correction, with or without accommodation.

Computer/Network Systems Technician

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The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

CLASS SPECIFICATION HISTORY

- New class:

General revision: 09/23/2013

—General revision: 10/30/2024

For HR/Finance Use

Job Class Code	Pay Grade
<u>1552</u>	<u>30-106</u>
EEO Category	LVL
<u>3-Technician</u>	



CITY OF URBANA
Human Resources Division

NETWORK ADMINISTRATOR

JOB DESCRIPTION

Department: Executive	Division: Information Technology
Work Location: Urbana City Building	Percent Time: 100% (1.0 FTE)
Job Type: Civil Service	FLSA Status: Exempt
Reports To: Information Technology Manager	Union: Non-union

JOB SUMMARY

The Network Administrator oversees and executes advanced technical responsibilities for the City's network infrastructure; administers and maintains network servers, network hardware, software, and computers, including procurement, installation, daily maintenance, problem resolution, backup/restore, and inventory; and supports personnel with computers and access, including help-desk functions. Responsible for security of City systems and any people or entities that use City Information Technology assets. ~~Supervises and coordinates~~ Assists in coordinating the work of computer and network staff within the Information Technology division; may supervise staff in the absence of the Information Technology Manager.

ESSENTIAL FUNCTIONS

- Actively upholds the City's mission and values.
- Assists Information Technology ~~Manager~~ ~~Director~~ in determining and evaluating network and computer hardware/software specifications and needs.
- Installs, configures, and supports IT hardware and software.
- ~~Administers the network, including operating systems, file storage user access, problem resolution, and security.~~
- Administers the City's Active Directory domain.
- Administers separate Active Directory domains for ~~third 3rd~~ parties that contract with the City.

Network Administrator

- Maintains network and server hardware that provides connectivity, file storage, and application hosting for essential City services.
- Manages the City's virtual server infrastructure, including hypervisors and SANs.
- Researches solutions including reviewing vendor offerings and conducting formal procurements.
- Maintains and prepares documentation for computer programs and procedures.
- ~~Oversees and supervises~~ Assists in coordinating work computer technician tasks of computer and network technicians, such as problem resolution, computer repair, and software installation and configuration.
- Performs daily, weekly, quarterly, and annual server maintenance, such as updates and back-ups.
- ~~Ensures security of the City's network and IT assets.~~
- Maintains inventory of network and server hardware and software.
- ~~Answers "help-desk" questions in operation and use of computers and network.~~
- Serves as a Tier 3 resource for help desk questions regarding the operation and use of computers and the network.
- Provides day-to-day support to users of the City's network.
- Responsible for maintaining the City's M365 infrastructure including email and all other cloud services.
- Oversees the City's cybersecurity hardware and software products, and makes recommendations and decisions in coordination with the IT Manager regarding security policy.
- Responsible for managing security within the City's various cloud platforms.
- Monitors and acts on internal and external reports about potential security vulnerabilities.
- Updates and maintains security rules, settings, and policies in alignment with ongoing best practices and standards for state government agencies.
- Responds to potential cybersecurity threats in coordination with the IT manager and 3rd parties including vendors, State of Illinois IT (DoIT), CISA, and the FBI.
- Maintains servers for third-party agencies that contract with the City for services.
- Maintains a professional and courteous attitude with all people, including fellow employees, members of the public, management, board and commission members, elected officials and members of the media. Cooperates with other

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Network Administrator

departmental/division personnel to ensure customer service standards are consistently practiced.

- Maintains confidentiality in performing assignments relative to any information received directly or indirectly. Ensure that confidential information is kept secure.
- Complies with City policies and procedures.
- Continuously seeks process improvements in all operations with the ultimate goal to improve the quality of customer service.
- Performs other related duties as assigned.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Knowledge and skills typically acquired through completion of an associate's degree in Network Administration, Information Technology, Computer Science, or a closely related field.
- Four (4) years of professional, directly-related work experience in the following: operating and maintaining computers and software application support; networking skills such as the connecting and configuring networked computers and peripherals; network software (especially Windows Servers); hardware and protocols (switches, routers and IP traffic); and network maintenance procedures.
- Two (2) years of professional, directly-related work experience in one or more of the following: network security, data security, Microsoft 365 administration.
- A bachelor's degree in a related field ~~and at least one (1) year of supervisory experience~~ is preferred.

Knowledge of:

- Personal computer operating systems.
- Server back-up and restore techniques.
- Fundamental security Security techniques for protecting network servers and clients, computer infrastructure and cloud services.
- Server hardware and software components and techniques required to repair, upgrade or recommend the purchase of server systems.
- Network operating system hardware administration.
- Knowledge of basic Computer programs and file maintenance procedures.
- Knowledge of Microsoft Windows Servers and basic network programs and network maintenance procedures.

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Network Administrator

- [System administration and task automation using Microsoft PowerShell.](#)
- [Basic Linux administration.](#)

ABILITY TO

- Keep current on changes in the computer industry, both with software and hardware.
- Establish and maintain relationships with associates, supervisor, and customers in various City departments and peers in other organizations.
- ~~C~~Supervise and coordinate the tasks of other staff who perform user and computer support.
- Perform multiple tasks simultaneously while remaining detail oriented.
- Work within deadlines and frequent interruptions.
- Communicate effectively, both verbally and in writing.

LICENSES, CERTIFICATIONS AND MEMBERSHIPS REQUIRED

- Must possess a valid State of Illinois Class D driver's license or obtain one within fifteen (15) days of employment and maintain a safe driving record.

SPECIAL REQUIREMENTS

- [Serves in an on-call capacity and ~~Must~~ must](#) be available for system emergencies and maintenance that may arise before 8 a.m. and after 5 p.m. and on weekends.

CONTACTS: INTERNAL/EXTERNAL

- Daily contact with supervised staff to coordinate going IT projects; assign, assist and get status of computer problems and for training.
- Contact with personnel to resolve computer and network problems.
- Contact as needed with other governmental agencies to deliver inter-governmental IT needs.
- Contact as needed with vendor sales and technical support personnel to resolve computer related needs and conduct procurements.

Supervision received

Network Administrator

- This position works under the general direction of the Information Technology Manager, following general guidelines for activities.

Level and complexity of supervision exercised

- This position ~~is does not have regular supervisory responsibility, but may supervise staff in the absence of the Information Technology Manager responsible for supervising the Computer Systems Technician, the Network Systems Technician, and temporary and/or seasonal IT employees, including interns and apprentices.~~

Security Level

- Level CJIS: essential functions require unescorted access to unencrypted criminal justice information. Upon a conditional offer of employment, the selected candidate must demonstrate the ability to meet the essential functions associated with this security level, in accordance with federal requirements.
- Level MVR: essential functions require frequent use of City vehicles.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Physical demands: Lifting and maneuvering up to 50 lbs., climbing ladders, maneuvering in confining spaces, making skillful, coordinated movements with the hands and arms, seeing in close environmental surroundings, and sitting for prolonged periods of time at a computer screen.

Working conditions: Office is located in a restricted access area with other staff. May work in server room or other equipment areas that are kept at lower temperatures for periods of time to repair, maintain or replace equipment. Work environment may include working in confined spaces and/or in cramped body positions, possible contact with electrical hazards, and in close association with others. Minimal short-distance travel is required.

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

City of Urbana

Network Administrator

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Class Specification History

- New class: 07/16/2013
- General revision: 09/25/2013
- Revised essential duties, minimum qualifications, and add job dimensions: 08/30/2023
- ~~General revisions: 12/18/2024+~~

For HR/Finance Use

Job Class Code	Pay Grade
	111
EEO Category	LVL
6-Administrative Support	

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CITY OF URBANA
Human Resources Division

FINANCIAL CRIMES AND CRIME SCENE INVESTIGATOR/CIVILIAN INVESTIGATION SPECIALIST

JOB DESCRIPTION

Department: Police	Division: Criminal Investigations
Work Location: Varies	Percent Time: Full-time (1.0 FTE)
Job Type: Civil Service	FLSA Status: Non-exempt
Reports To: Criminal Investigations Section <u>Division</u> Commander	Union: Non-union

JOB SUMMARY

Under general direction of the Criminal Investigations Division Commander, the Civilian Investigation Specialist is responsible for delivering professional, customer-focused service to the public by investigating crimes that do not require the presence of a sworn Police Officer. Responsibilities include responding to non-emergency criminal incidents that are not in progress; interviewing victims, witnesses, and reporting parties to gather essential information for a thorough investigation; and analyzing case details to produce accurate and comprehensive crime reports. These reports cover a range of offenses, including burglaries, auto thefts, fraud, forgery, identity theft, threats, assaults, violations of court orders, harassment, shoplifting, theft, criminal damage, missing persons, and runaways. Responsibilities also include gathering and processing various types of evidence, photographing crime scenes, fingerprinting, providing court testimony, and conducting follow-up investigations as needed. The Civilian Investigation Specialist plays a crucial role in conducting background investigations for potential police personnel.

This position is responsible for investigation of forgery and fraud crimes and assisting investigators in criminal investigations. Performs statistical research and analysis. This position is responsible for assisting with daily case management and assisting evidence technician with processing evidence. Acts as Public Information Officer, Special Events liaison and Community Meeting Liaison.

ESSENTIAL FUNCTIONS

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- Actively upholds the City's mission and values.
- Conduct investigations; performs thorough investigations of criminal incidents, including non-emergency situations that do not require a sworn officer. Gathers, , analyzes, and documents evidence and information related to various crimes.
- Collects and preserves evidence; collects, documents, and preserves physical and digital evidence from crime scenes. Ensures the integrity of evidence through proper handling, storage, and maintaining a clear chain of custody.
- Conduct interviews with victims, witnesses, suspects, and reporting parties to obtain accurate and detailed information necessary for investigations. Ensures that interviews are conducted legally and ethically, with appropriate documentation.

- Prepares comprehensive and detailed investigative reports that accurately document the findings of investigations. Produces reports that are clear, concise, and ready for use in court proceedings.
- Safely transports evidence to and from state crime labs, the State's Attorney's office, and other relevant agencies. Ensure proper documentation and security of evidence during transit.
- Provides expert testimony in court related to the collection, handling, and analysis of evidence, as well as investigative findings. Prepares thoroughly to represent the facts accurately and effectively.
- Collaborates closely with sworn officers, legal entities, and other departments and agencies to support ongoing investigations and prosecutions. Collaborates on case preparation and strategy.
- Coordinates and/or conducts background checks for potential police department hires, including reviewing criminal and employment histories, interviewing references, and verifying credentials. Provide detailed reports and recommendations based on findings.
- Manages multiple investigations simultaneously, ensuring timely progress and resolution of cases. Maintains organized and detailed case files for reference and legal proceedings.
- Ensures all investigative activities adhere to local, state, and federal laws, as well as departmental policies and procedures. Maintains confidentiality and exercise discretion in handling sensitive information.
 - Maintains clear and effective communication with department leadership, colleagues, and external agencies. Provides updates on case progress and collaborate on investigative strategies. Conducts follow-up investigations as necessary to gather additional information, clarify details, or pursue new leads that arise during the course of an investigation. Investigates paper crimes (i.e. forgery, credit card fraud, identity theft)

- Recognizes situations which are beyond one's limits and directs them to the appropriate person.

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- Complies with City and department policies and procedures.
- ~~Assist investigators in investigating other crimes (i.e. interviewing witnesses and victims, gathering documents or evidence, type search warrants)~~
- ~~Crime Scene Technician~~
- ~~Perform statistical research and analysis~~
- ~~Conduct fingerprint analysis using AFIX computer~~
- ~~Assists with Daily Case Management~~
- ~~Assists Evidence Technician with processing evidence and taking it to the lab~~
- ~~Fingerprinting (elimination prints, liquor license or taxi applicants)~~
- ~~Researches briefing training topics~~
- ~~Public Information Officer~~
- ~~Special Events liaison~~
- ~~Community meeting liaison~~
- ~~Research on Competitive Purchase Forms and contracts related to UPD~~
- Performs other related duties as assigned.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- ~~Knowledge typically acquired through: a) completion of an associate's degree or equivalent college classes and credits, or two (2) years of law enforcement experience, or two (2) years active duty in the military with an honorable discharge. Completion of a high school diploma or equivalent and five (5) years of experience in law enforcement or closely related investigations experience.~~
- ~~Prior experience in a law enforcement agency preferred. Associate's degree or higher in criminal justice or a closely related field is preferred.~~

Knowledge of

- ~~Knowledge of basic filing systems~~
- Basic knowledge of terminology use in law enforcement Investigative tools and techniques
- Law enforcement terminology
- Federal, state, and local laws, ordinances, and regulations governing areas of responsibility

Skills

City of Urbana

- Outstanding written and verbal communication skills
- Strong analytical and problem-solving skills
- Proficiency with Microsoft Office software and the ability to learn other software as required

Ability to

- Read and comprehend assigned work through written and verbal instructions
- Obtain certification as a Crime Scene Technician Testify in court hearings
- Work independently and as part of a team
- Handle sensitive and confidential information
- Work collaboratively in a diverse environment
- Organize work, set priorities, meet critical deadlines, and follow up on assignments
- Exhibit sound and accurate judgment by supporting and explaining decisions, findings, and recommendations
- Learn the geography of the City of Urbana Develop and maintain positive working relationships with colleagues and partner agencies
- Obtain LEADS certification
- Testify in court hearings Regular contact with public
- Regular contact with Police Officers;
- Regular contact with the State's Attorney and private attorneys.

Licenses, Certifications and Memberships Required

- Must possess and maintain a valid Illinois driver's license within fifteen (15) days of hire
- Must obtain LEADS certification within six (6) months of hire

Special Requirements

- Must be bondable
- Must be at least 21 years of age at time of appointment
- Must successfully pass background check by Police Department
- Must be able to successfully pass pre-placement psychological examination

Job Dimensions

Contacts: Internal/External

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- Regular contact with public, sworn personnel, State's Attorney and private attorneys, and other law enforcement agency and City staff.;
- Requires close attention to detail for accurate results, findings, and recommendations. Regular contact with Police Officers;
- Requires frequent exposure to highly sensitive and/or controversial issues. Regular contact with the State's Attorney and private attorneys.
- May be required to respond outside of normal business hours

Supervision received

- This position works under the general direction of the Criminal Investigations Division Commander.

Level and complexity of supervision exercised

- This position is not responsible for supervising any staff positions.

Security Level

- MVR: Essential
- CJIS: essential functions require unescorted access to unencrypted criminal justice information or unescorted access to physically secure locations or controlled areas (during times of CJ processing) (CJIS).
- PSY: essential functions require the incumbent to demonstrate psychological suitability and stability.

Supplemental Information

Physical Demands and Working Conditions

- Physical Demands: Physical demands: vision sufficient to read rules, regulations, policies, procedures, computer screens, and computer printouts with no color deficiencies; hearing sufficient to hear conversations in person and over the telephone; speech sufficient to make oneself heard and understood in person, in front of groups, in meetings, and over the telephone; mobility sufficient to safely move around in an office environment and outdoors and over uneven terrain; some travel to other locations, including outdoors (e.g. crime

City of Urbana

scenes); strength sufficient to safely lift and carry objects up to 50 lbs.; dexterity sufficient to safely operate office equipment including computers and laptops; and endurance sufficient to maintain efficiency throughout the entire shift and perform during extended hours as required; manual dexterity to use required hand tools, and flexibility to examine and retrieve evidence in tight or elevated locations, with or without reasonable accommodation.

- - Moderate lifting of 30 pounds on a regular basis
- Working Conditions: work is primarily in a standard office setting, with some travel to other locations for interview and collection of evidence. May require work outdoors in inclement weather or work outside of normal business hours.
 - Works in standard office setting.
 - Works outside of office for interviews or collection of evidence.
 -

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.

Hearing: Hear in the normal audio range with or without correction.

The physical demands and work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Class Specification History

New class: May 2, 2013

General revision: [October 30, 2024](#)

Revised minimum qualifications:

Revised definition, minimum qualifications, and add distinguishing characteristics:

Revised minimum qualifications:

Revised definition and distinguishing characteristics:

New class code:

For HR/Finance Use

Job Class Code	Pay Grade <u>106</u>
EEO Category 6-Administrative Support	LVL