



Job Descriptions – Investigations/Technology

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HOUSING AUTHORITY OF THE COUNTY OF KERN
Job Description

JOB TITLE: Computer Services Coordinator
DEPARTMENT: Investigations
REPORTS TO: Technology & Investigative Services Director
FLSA STATUS: Not Exempt
APPROVED DATE: 4/14/99

SUMMARY

Supervises and coordinates activities of workers operating computers and peripheral equipment by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Directs training or trains workers to operate computer and peripheral equipment.

Sets up new users and relocates existing users with telephone extensions, calling features, voice mail, and access codes.

Directs operation of computer to execute programs, and observes operation to detect error or failure in progress of program.

Reads monitor and enters commands to help computer users identify and correct errors.

Notifies programming and maintenance service providers if unable to locate and correct cause of processing error or failure.

Prepares or reviews production, operating, and down time records and reports.

Designs, specifies, configures, installs, and maintains local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling, and Internet service providers.

Develops and implements policies and procedures related to network hardware and software acquisition, use, support, security, and backup.

Establishes and maintains network users, user environment, directories, and security.

Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.

Develops and communicates standards for use, operations, and security of network, personal computers, and data.

Communicates with other departments to report and resolve software, hardware, and operations problems.

Consults with department managers to develop system solutions consistent with organizational objectives.

Assists in contract negotiation with and coordinates activities of hardware, software, telecommunications, support, and training vendors.

Collects and analyzes network and memory utilization.

Develops and implements disaster recovery procedures.

Recommends revision of input data, programs, routines, and quality control standards to improve computer operating efficiency.

Consults with supervisor about problems such as equipment performance, output quality, and maintenance schedule.

Issues written and oral instructions.

Stays current with industry technology and makes recommendations for upgrades of hardware and software.

Performs network and system troubleshooting to isolate and diagnose common problems.

SUPERVISORY RESPONSIBILITIES

This job has no consistent supervisory responsibilities, but may occasionally temporarily direct the work of computer repair persons, installers and users.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor of Science degree in Computer Science or related field and one year related experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general technical periodicals, journals, and manuals, and governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of computer users and managers.

MATHEMATICAL SKILLS

Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid California Driver License and be insurable by the Housing Authority's automobile insurance carrier.

PHYSICAL DEMANDS

The physical demands described here 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.

While performing the duties of this job, the employee is occasionally required to move from place to place within the office and between offices at the Administrative campus and satellite offices throughout the county; to access computer cabling and electrical outlets on and under desks and in the attics of buildings; to use tools necessary to splice wires and connect and repair computer equipment; to operate a computer for the purpose of testing programs, troubleshooting for the causes of malfunctions, and entering and retrieving data. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include adequate vision to operate a motor vehicle.

WORK ENVIRONMENT

The work environment characteristics described here 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.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate.

HOUSING AND OPPORTUNITY FOUNDATION
Job Description

JOB TITLE: Computer Services Technician
DEPARTMENT: Technology Services Department
REPORTS TO: Technology & Investigative Services Director
FLSA STATUS: Non Exempt
APPROVED DATE:04/08/15

SUMMARY

Under the direction of the Lead Service Coordinator set up, maintain and operate computer labs at Housing Authority developments.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Sets up new users and relocates existing users with telephone extensions, calling features, voice mail, and access codes.

Establishes and maintains network users, user environment, directories, and security.

Performs network and system troubleshooting to isolate and diagnose common problems.

Reads monitor and enters commands to help computer users identify and correct errors.

Designs, specifies, configures, installs, and maintains local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling, and Internet service providers. Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.

Stays current with industry technology and makes recommendations for upgrades of hardware and software.

Directs training or trains workers to operate computer and peripheral equipment.

Sets up new users and relocates existing users with telephone extensions, calling features, voice mail, and access codes.

Directs operation of computer to execute programs, and observes operation to detect error or failure in progress of program.

Reads monitor and enters commands to help computer users identify and correct errors.

Notifies programming and maintenance service providers if unable to locate and correct cause of processing error or failure.

Prepares or reviews production, operating, and down time records and reports.

Designs, specifies, configures, installs, and maintains local area network hardware, software, and telecommunications services such as personal computers, system software, software applications, printers, servers, routers, bridges, switches, modems, cabling, and Internet service providers.

Develops and implements policies and procedures related to network hardware and software acquisition, use, support, security, and backup.

Establishes and maintains network users, user environment, directories, and security.

Responds to the needs and questions of network users concerning their access to resources on the network and the operation of various software programs.

Develops and communicates standards for use, operations, and security of network, personal computers, and data.

Communicates with other departments to report and resolve software, hardware, and operations problems.

Consults with department managers to develop system solutions consistent with organizational objectives.

Maintains, troubleshoots and performs repairs to all data processing equipment, including video display terminals for mainframe, midrange computer, personal computers, terminal control units, network systems, modems, multiplexors, printers and related equipment.

Analyzes, researches and assists with the resolution of technical problems in all networks (both for the mainframe networks, localized personal computer networks, and personal computer interfaces to the mainframe networks), cabling and connectivity issues and systems integration problems.

Assists with the Installation and maintenance of copper and or fiber optic cable within the department.

Installs, troubleshoots and performs repairs on stand-alone personal computers and their related equipment; and assists with upgrades and relocation of equipment and terminal cables, as needed.

Receives requests for assistance regarding desktop and computer related problems; coordinates repairs with appropriate vendors, and documents service and repair activities.

Participates in reviewing new products and improvements in existing equipment as it pertains to data processing; and maintains, installs and or upgrades network related software.

Remains current in data processing technology, products and equipment.

Assists in maintaining data processing network diagrams.

Installs new data processing equipment and terminal cables at all locations and makes modifications to equipment, as needed.

Knowledge of computer architecture (PC, midrange, and mainframe), and data processing communication technology, equipment, and systems; methods and techniques utilized in troubleshooting computer hardware, software and system integration problems; operational characteristics of computer software and hardware equipment; and basic knowledge of network operating systems.

Ability to respond to and identify user needs and determine basic resolutions; install, maintain and upgrade software applications; install, maintain, upgrade and repair hardware equipment; troubleshoot software, hardware, and basic network computer problems; use good judgment; communicate clearly and effectively, both verbal and written; follow oral and written instructions; work well and communicate with staff, other county departments, public and private agencies.

SUPERVISORY RESPONSIBILITIES

This job has no consistent supervisory responsibilities, but may occasionally temporarily direct the work of computer repair persons, installers and users.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Two or Four Year Degree in Computer Science or related field and one year related experience or the skills necessary to fulfill the requirements of the position.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general technical periodicals, journals, and manuals, and governmental regulations. Ability to effectively present information and respond to questions from individuals and groups of computer users.

MATHEMATICAL SKILLS

Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid California Driver License and be insurable by the Housing Authority's automobile insurance carrier.

PHYSICAL DEMANDS

The physical demands described here 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.

While performing the duties of this job, the employee is occasionally required to move from place to place within the office and between offices at the Administrative campus and satellite offices throughout the county; to access computer cabling and electrical outlets on and under desks and in the attics of buildings; to use tools necessary to connect and repair computer equipment; to operate a computer for the purpose of testing programs, troubleshooting for the causes of malfunctions, and entering and retrieving data. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include adequate vision to operate a computer and a motor vehicle.

WORK ENVIRONMENT

The work environment characteristics described here 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.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate.

HOUSING AUTHORITY OF THE COUNTY OF KERN
Job Description

Job Title: Site Monitor
Department: Investigations
Reports To: Investigations Director
FLSA Status: Non-Exempt
Approved Date: 10/11/2017

SUMMARY

Under supervision of the Investigations Director, checks buildings and grounds at various Agency locations. Act as a deterrent to unsafe or poor behavior by providing high visibility throughout various locations, walking and surveying hallways, common areas, grounds, parking lots and documenting violations of Agency policies and procedures

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides scheduled monitoring of sites and reports irregular or suspicious circumstances to the appropriate parties;
- Takes appropriate action responding to fire, theft and damage to property;
- Answers questions and gives directions to members of the public and responds to concerns and complaints;
- Checks doors and windows after normal operating hours; turns out lights;
- Submit routine reports of activities, including, but not limited to, incident and accident reports;
- Walk the hallways, common areas, grounds and parking lots, to observe tenant conduct;
- Monitor cameras;
- Notifies administration of unusual activities or problems;
- May respond to fire, burglar, and elevator alarms to observe activity;
- May assist residents who are locked out of units;
- Drives to assigned sites utilizing Agency vehicle;

- Provide excellent customer service at all times. The essence of this customer service is maintaining friendly and cordial relations with staff, officials, and community partners;
- Must be willing to promote safe work practices. Ability to quickly assess potential problems and to respond in a manner that de-escalates the problem. Will report, (and if possible correct) any unsafe conditions immediately. Can be depended on to use good judgment;
- Handle complaints in a helpful, kind and courteous manner. Resolve the situations you can and calmly find assistance for those issues you cannot resolve;
- Ability to interact with individuals from various socio-economic, cultural and ethnic backgrounds;
- Good telephone manners and communication skills.
- Ability to work under pressure and maintain a calm demeanor at all time;
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); 1-2 years of progressively responsible customer service experience preferred or any equivalent combination of training and experience

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and in small group situations to residents and other employees of the organization. Bilingual Spanish/English is preferred.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute area (room size).

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid California Drivers' License and be insurable by the Housing Authority's auto insurance carrier.

PHYSICAL DEMANDS

The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to communicate by telephone and in person with residents, coworkers and the general public. The employee frequently is required to move from place to place within a dwelling unit and between dwelling units throughout the Agency. The employee must occasionally lift and/or move up to 50 pounds. The employee may be required to use a computer for the purpose of inputting and retrieving information, and must be able to operate a motor vehicle.

WORK ENVIRONMENT

The work environment characteristics described here 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.

While performing the duties of this job, the employee is exposed to outside weather conditions. The noise level in the work environment is usually moderate.

HOUSING AUTHORITY OF THE COUNTY OF KERN
Job Description

Job Title: Investigator
Department: Investigations
Reports To: Technology & Investigative Services Director
FLSA Status: Exempt
Approved Date: 08/09/00

SUMMARY

Under the supervision of the Lead Investigator, performs investigative duties in the public housing developments and all other housing programs in regards to fraud, lease violation, and background checks. Interacts with law enforcement and forwards situations necessitating outside peace officer intervention to the appropriate law enforcement agency. May perform other security and safety-oriented tasks as assigned by the Lead Investigator. Performs investigations relative to gang and drug activity in assigned public housing developments. This is a sworn Peace/Safety Officer position and may include carrying a weapon.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Investigates regulated activities related to public housing to assure compliance with federal, state or municipal laws.

Locates and interviews plaintiffs, witnesses, or representatives of business or government to gather facts relating to alleged violations.

Observes conditions to verify facts indicating violation of law relating to such activities as revenue collection, participation in assisted housing programs or fraudulent benefit claims.

Examines business, personal, or public records and documents to establish facts and authenticity of data.

Investigates character of applicant for participation in assisted housing programs.

Investigates suspected lease violation or criminal activity in public housing.

Prepares correspondence and reports of investigations for use by administrative or legal authorities.

Testifies in court or at administrative proceedings concerning findings of investigation.

May serve legal papers.

Monitors abandoned or inoperative vehicles left in the housing developments and contacts responsible parties for removal of said vehicles.

Provides assistance to Agency development managers in dealing with problem tenants suspected of illegal activity or other lease violations.

May be assigned to conduct crime and drug prevention programs for tenants.

Establishes and maintains positive and constructive rapport with outside agencies in providing prevention services.

Meets minimum firearm qualification quarterly.

SUPERVISORY RESPONSIBILITIES:

None.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Graduation from high school and three years of public officer experience or other investigative experience is necessary. AA degree in Administration of Justice desired. Successful graduation from a California P.O.S.T. approved Police or Sheriff's Academy (Basic Peace Officer Course); or possession of a Basic or higher P.O.S.T. Certificate required. Should be familiar with CPR and First Aid procedures.

LANGUAGE SKILLS

Ability to read and understand documents such as safety rules, procedure manuals, and general literature pertaining to law enforcement. Ability to write clear concise reports and correspondence, and to understand and follow oral directions. Ability to speak effectively before groups of residents or employees of the Agency.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, decimals.

REASONING ABILITY

Ability to adopt quick, effective courses of action, with regard to surrounding hazards and circumstances in each instance. Ability to learn the use and care of various equipment and to learn proper radio procedures.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid California driver license and be insurable by the Housing Authority automobile insurance carrier.

PHYSICAL DEMANDS

The physical demands described here 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.

Must be able to sit for long periods of time while driving an automobile or working at a desk; patrolling neighborhoods by automobile or conducting foot patrol, pursue suspects by using a vehicle or on foot; be able to carry and/or drag one hundred and fifty pounds; operate tools, radio and keyboards; ability to operate a computer and communicate over the telephone and in person with the public, tenants and coworkers; be able to fire a pistol, revolver and/or semi-automatic. Must be able to work irregular days and hours, weekends, holidays and extended hours. Must be able to meet physical, psychological and background standards.

WORK ENVIRONMENT

The work environment characteristics described here 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.

While performing the duties of this job, the employee will be required occasionally to work outdoors in all weather conditions and may be required to work in confined areas with exposure to unpleasant and potentially hazardous conditions.

HOUSING AUTHORITY OF THE COUNTY OF KERN
Job Description

JOB TITLE: Technology & Investigative Services Director
DEPARTMENT: Investigations/Technology
REPORTS TO: Executive Director
FLSA STATUS: Exempt
APPROVED DATE:7/1/12

SUMMARY

Reporting to the Executive Director, supervises and evaluates investigative and information technology staff in the performance of duties for all Agency sites and programs. Serves as lead person when interacting with law enforcement. May perform other computer related or security- and safety-oriented tasks as assigned by the Executive Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Supervises and coordinates investigative activities related to public housing to assure compliance with federal, state or municipal laws.

Supervises and coordinates all Agency activities associated with computer hardware and software systems, the telephone system and vendors for these services.

Develops and supervises implementation of procedures related to network hardware and software acquisition, use, support, security and backup.

Assists in the development and implementation of computer system strategic planning including reviewing and evaluating the effectiveness of existing and potential systems.

Assists in the diagnosis and correction of system failures. Maintains security of backup systems.

Locates and interviews plaintiffs, witnesses, or representatives of business or government to gather facts relating to alleged violations.

Observes conditions to verify facts indicating violation of law relating to such activities as revenue collection, participation in assisted housing programs or fraudulent benefit claims.

Examines business, personal, or public records and documents to establish facts and authenticity of data.

Investigates character of applicants for participation in assisted housing programs.

Conducts electronic criminal background checks of potential and current Agency clients.

Investigates suspected fraud, lease violation or criminal activity in public housing.

Directs preparation of correspondence and reports of investigations for use by administrative or legal authorities.

Testifies in court or at administrative proceedings concerning findings of investigation.

May serve legal papers.

Acts as HACK representative/liaison between the Housing Authority and other law enforcement agencies throughout the county on security or crime related matters including gang task-force and drug elimination programs.

Responsible for monitoring of abandoned or inoperative vehicles left in the housing projects and contacts responsible parties for removal of said vehicles from the projects.

Coordinates with project managers to provide assistance in dealing with problem tenants suspected of illegal activity or other lease violations within public housing projects.

Assures internal customer service to all computer users.

Prepares reports (oral or written) as required by the Executive Director regarding ongoing investigative and computer related issues.

Meets minimum firearm qualification quarterly.

SUPERVISORY RESPONSIBILITIES

Supervises Investigators, Information Technology staff, and assigned clerical staff.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Possession of a four year degree from an accredited college in Administration of Justice, Public or Business Administration, Information Technology or comparable degree and three years of public officer experience (one year in a supervisory capacity) or any combination of education and experience affording the knowledge and skills necessary to perform the responsibilities of the position. Successful graduation from a California P.O.S.T. approved Police or Sheriff's Academy (Basic Peace Officer Course);

or possession of a Basic or higher P.O.S.T. Certificate required. Licensed to carry a weapon. Should be familiar with CPR and First Aid procedures.

LANGUAGE SKILLS

Ability to read and understand documents such as safety rules, procedure manuals, and general literature pertaining to law enforcement. Ability to write clear concise reports and correspondence, and to understand and follow oral directions. Ability to speak effectively before groups of residents or employees of the Agency.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, decimals.

REASONING ABILITY

Ability to adopt quick, effective courses of action, with regard to surrounding hazards and circumstances in each instance. Ability to learn the use and care of various equipment and to learn proper radio procedures.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid California driver license and be insurable by the Housing Authority automobile insurance carrier. California P.O.S.T. Certification. Licensed to carry a weapon.

PHYSICAL DEMANDS

The physical demands described here 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.

Must be able to sit for long periods of time while driving an automobile or working at a desk; patrolling neighborhoods by automobile or conducting foot patrol, pursue suspects by using a vehicle or on foot; be able to carry and/or drag one hundred and fifty pounds; operate tools, radio and keyboards; ability to operate a computer and communicate over the telephone and in person with the public, tenants and coworkers; be able to fire a pistol, revolver and/or semi-automatic. Must be able to work irregular days and hours, weekends, holidays and extended hours. Must be able to meet physical, psychological and background standards.

WORK ENVIRONMENT

The work environment characteristics described here 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.

While performing the duties of this job, the employee will be required occasionally to work outdoors in all weather conditions and may be required to work in confined areas with exposure to unpleasant and potentially hazardous conditions.