

New

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Digital Systems Technologist

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The Digital Systems Technologist is responsible for the design, installation, maintenance, and support of Sheriffs Branch digital systems, which include body-worn cameras (BWC), in-car digital video (ICDV), the Digital Evidence Management System (DEMS), eticketing hardware and software, fixed and mobile Closed-Circuit Television (CCTV), building access control, and building alarms. The technologist works under the supervision of the Digital Evidence Coordinator, who provides leadership and direction on the execution of team tasks, project priorities, and program requirements. This role ensures that all Sheriff digital technologies operates effectively to support law enforcement activities.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Installation and Maintenance of Systems

The Digital Systems Technologist installs, configures, and maintains digital systems across the Sheriffs Branch. This includes integrating digital systems with Computer-Aided Dispatch (CAD) and ensuring a robust backend infrastructure with DEMS and other platforms. The technologist follows the functional guidance of the Digital Evidence Coordinator to ensure that system installations and maintenance meet program requirements and operational standards.

Supporting Activities:

-Install system and supporting infrastructure.

- Configure systems for optimal use and seamless integration.
- Perform regular system testing and updates.
- Manage networking systems, including modems, satellite services, and related connectivity infrastructure.

Troubleshooting and Repairs

This position is responsible for diagnosing and resolving hardware and software issues with Sheriff digital systems. This includes both proactive and reactive system maintenance to ensure minimal downtime and full operational functionality.

Supporting Activities:

- Troubleshoot and repair hardware failures or integration issues.
- Calibrate and update systems as required.
- Collaborate with vendors for advanced technical support.
- Troubleshoot network connectivity between Sheriff digital systems and government-owned networks.
- Coordinate with Government of Alberta (GoA) Network Operations to ensure seamless connectivity and integration.

User Support and Training

Provide technical support and training for Sheriffs Branch personnel on the proper use of Sheriff digital systems and related software. Develop training materials and documentation to assist end-users in the operation of digital systems.

Supporting Activities:

- Train staff on the use of the deployed systems.
- Develop and distribute user guides.
- Provide ongoing technical assistance to personnel.

System Research and Development

Stay current on digital system technology trends, recommending system upgrades or new solutions as necessary. Test new digital system equipment and software to ensure it meets operational needs.

Supporting Activities:

- Evaluate new technologies and vendors.
- Make recommendations on system improvements.
- Ensure systems align with evolving law enforcement needs.

Problem Solving

Typical problems solved:

The Digital Systems Technologist solves complex hardware and software issues related to Sheriff digital systems. Routine problems include diagnosing hardware malfunctions, integrating digital systems with existing IT infrastructure, and troubleshooting user issues. Problem-solving often involves applying advanced technical knowledge, working with vendors, and adapting solutions to meet specific operational needs.

Types of guidance available for problem solving:

Guidance is available from technical manuals, manufacturer documentation, and best practice procedures developed internally. Collaboration with peers and vendor support teams is also available when dealing with more complex system issues. However, the role requires the ability to independently analyze and resolve issues where clear solutions may not be immediately available.

Direct or indirect impacts of decisions:

The decisions made by the Digital Systems Technologist have a direct impact on the operational readiness of law enforcement personnel. Ensuring the availability and functionality of video systems is crucial for legal compliance, evidence management, and public safety. Improper management or delays in fixing issues could lead to loss of critical video evidence or non-compliance with disclosure laws, which could negatively impact legal cases and public trust.

Key Relationships

Major stakeholders and purpose of interactions:

Internal:

- Sheriffs Branch personnel: Regular interaction to provide technical support and training on digital systems.
- IT and Communications teams: Collaborate to ensure seamless system integration with existing technologies.
- GoA Network Operations: Work closely to ensure reliable and secure connectivity for Sheriff systems.

External:

- Vendors and technical support teams: Coordinate for hardware maintenance, troubleshooting, and updates.
- Law Enforcement Partners: Stays connected with law enforcement partners to align with current trends and best practices in video and audio technology.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Other		

If other, specify:

Electronics, computer systems, information technology, or a related field.

Job-specific experience, technical competencies, certification and/or training:

Four years of relevant experience in video systems, system integration, and digital evidence management.

- Expertise in installing, maintaining, and troubleshooting video systems (BWC, ICDV, CCTV).
- Experience with Digital Evidence Management Systems.
- Experience with building CCTV, access control, and alarm systems.
- Experience with intermediate networking concepts such as VLAN segmentation, multicast announcements, NAT traversal, and VPN tunnels
- Knowledge of system integration, especially with CAD and other law enforcement systems.
- Strong problem-solving skills for diagnosing technical issues.
- Experience with managing technologies in vehicle-based environments, specifically mobile connectivity and location tracking
- An enhanced security clearance is required, with other levels of clearance as needed.

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Works in a changing environment and takes initiative to change: <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	The technologist must quickly adapt to evolving technologies, such as updates to existing systems or new legal requirements for evidence handling. This involves adjusting daily workflows and system configurations to meet the changing demands.
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Focuses on continuous improvement and increasing breadth of insight:	When facing technical challenges, such as integrating in-car video with dispatch systems,

		<ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	the technologist must explore and implement creative solutions that balance operational efficiency and technical feasibility.
Drive for Results	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Actively sets goals and remains open to advice on reaching them:</p> <ul style="list-style-type: none"> • Sets goals and prioritizes work • Identifies and corrects areas for improvement • Suggests actions; asks for advice when lacking information or multiple priorities • Operates within APS value system 	The technologist ensures that digital systems are operational and maintained, meeting deadlines for system updates and repairs to minimize downtime and support law enforcement operations.
Systems Thinking	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Observes and understands larger impact of role:</p> <ul style="list-style-type: none"> • Sees impact of work on organization; anticipates change in own area based on activities in other areas • Considers how own work impacts others and vice versa • Ask questions to understand broader goals • Aware of how organization adds value for clients and stakeholders 	When configuring new digital systems, the technologist considers how changes impact overall law enforcement workflows, ensuring seamless integration with existing technologies like Computer-Aided Dispatch (CAD).