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Director of Human Resources

City of Meriden, Connecticut

Human Resources

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June 2, 2026

VACANCY ANNOUNCEMENT PROMOTION/TRANSFER

VACANCY: Technology Support Specialist – Public Safety - Police Department
Full Time – 40 hours per week

SALARY: 37H - \$44.15– \$56.84 (Effective 7/1/2026)

NATURE OF WORK: The Technology Support Specialist provides day-to-day technical support for computer, hardware, software and related technology used by the City's Public Safety Departments, with primary assignment to the Police Department's Technology Unit and regular support to the Police, Fire and Emergency Communications Department.

QUALIFICATIONS: A Bachelor's Degree or equivalency from an accredited college or university in computer science, networking or a closely related field, or equivalent work experience in supporting computer hardware, software, related peripherals and networking. Technical training, certifications or experience in PC's and networking desirable. Two to three years' experience in MIS for municipal government preferred.

HOW TO APPLY: Email applications to humanresources@meridenct.gov. Applications for promotion/transfer are available in the Human Resources Department. Office hours are Monday through Friday, 8:00 A.M. to 5:00 P.M.

LAST DATE TO APPLY: Monday June 8, 2026

E.O.E.

Technology Support Specialist - Public Safety

Nature of Work

The Technology Support Specialist provides day-to-day technical support for computer hardware, software, and related technology used by the City's Public Safety Departments, with primary assignment to the Police Department's Technology Unit and regular support to the Police, Fire and Emergency Communications Departments..

The position focuses on front-line user support, routine technical administration, and operational reliability for mission-critical systems in a law-enforcement and 911 environment, working closely with the Police Technology Unit, City MIS, and outside vendors. Work requires strong customer-support skills, a solid foundation in Microsoft Windows-based environments and basic networking, and the ability to learn and support specialized public-safety applications and systems.

The employee will work under the supervision of the Police Department's systems Administrator within the Technology Unit and may serve as a lead worker in the absence of the System Administrator and Technology Unit Supervisor, but has no formal supervisory responsibilities.

Examples of Work

Provide front-line technical support to sworn and civilian staff in the Police, Fire, and Emergency Communications Departments.

Install, configure, maintain, and troubleshoot computers, laptops, printers, scanners, mobile devices, mobile data terminals, and related public safety technology/equipment.

Provide technical support for public-safety systems, including CAD, RMS, body-worn cameras, in-car video, station alerting, mobile device management, dispatch and 911 center workstations/consoles, logging and recording systems, and related hardware, software, and integrations.

Assist with user account administration, software configuration, application support, database-related support, system updates, endpoint protection, security patching, and CJIS compliance under the direction of the Police System Administrator.

Troubleshoot hardware, software, peripheral, and basic network connectivity issues and take corrective action or escalate when necessary.

Maintain accurate inventory records for hardware, software, and related technology supplies, and assist with lifecycle planning, replacement recommendations, and procurement.

Document work performed in ticketing, tracking, and inventory systems and maintain basic technical documentation and user guidance materials.

Technology Support Specialist - Public Safety

Examples of Work (con't)

Provide training and practical instruction to staff in the use of hardware, software applications, and public-safety technology systems.

Under the direction of the Police System Administrator, collaborate with and provide assistance to the City MIS Department as requested by the MIS Director.

Respond to emergency after-hours calls or call-backs involving major system failures, critical incidents, or technology issues that significantly affect public-safety operations.

Perform other related duties as required.

Desirable Knowledge, Abilities, Skills

Ability to function effectively in a team environment and work collaboratively with staff who have varying levels of technical knowledge.

Ability to pass and maintain any required background checks.

Willingness to tackle complex technical problems and extended projects.

Knowledge of computer hardware, software, operating systems, peripherals, network operating systems, protocols, TCP/IP, Internet/Intranet services, and related support practices.

Ability to diagnose and troubleshoot computer, peripheral, and basic network problems and take prompt corrective action.

Ability to work with minimal supervision while prioritizing and managing workload.

Strong communication skills, including the ability to work effectively with end users, vendors, and other technology support staff.

Desirable Training and Experience

A Bachelor's Degree or equivalency from an accredited college or university in computer science, networking or a closely related field, or equivalent work experience in supporting computer hardware, software, related peripherals and networking. Technical training, certifications or experience in PC's and networking desirable. Two to three years experience in MIS for municipal government preferred.