



NORTHERN VIRGINIA CRIMINAL JUSTICE TRAINING ACADEMY

45299 Research Place • Ashburn, Virginia 20147-2600
703 729-4299 • Fax 703 729-4634

JOB ANNOUNCEMENT

INFORMATION TECHNOLOGY SYSTEMS ADMINISTRATOR

FLSA: Non-Exempt

The Northern Virginia Criminal Justice Training Academy (NVCJTA) provides basic and in-service training to law enforcement officers representing sixteen police and sheriffs' agencies in the Northern Virginia area and is seeking a highly motivated and engaged professional to play an important role in maintaining, securing, and supporting hardware, systems, and applications in the organization. This role administers inventories, upgrades, and troubleshoots computers, mobile devices, phones, peripheral devices, and applications so the enterprise is secure and current. The IT Systems Specialist also evaluates system technologies and protocols to make recommendations including system selection, device and software configuration, implementation, and maintenance of IT systems and infrastructure, and ensures effective cybersecurity, and disaster recovery control measures are in place.

The NVCJTA utilizes Microsoft Educational Suite to support the basic recruit training program, utilizes Microsoft Office365 Suite for staff business purposes, and assists in the technical production of in-house training & recruit action videos.

NATURE OF WORK

Under general supervision, the incumbent will provide comprehensive support to NVCJTA staff with the integration of technology, to include the administration and maintenance of the Microsoft Educational Suite account used to enhance the learning environment for police officer and deputy sheriff recruits. This includes inventory and distribution of recruit student laptops (or similar) and guidance and assistance to instructors. The incumbent will assist Academy administrators and staff with a variety of technology projects utilizing various industry-specific software and Office365 Suite products. The incumbent assists staff with the development and delivery of videos and photos utilizing Adobe Video & Photo Editing Suite, and Black Magic editing software. The incumbent develops content for and maintains the Academy website.

PRIMARY DUTIES AND RESPONSIBILITIES (May not include all duties performed)

- Provides outstanding customer service over the phone, in-person and through email for NVCJTA staff seeking technical assistance.
- Monitors performance of equipment, hardware, and software. Troubleshoots, researches, and resolves routine problems and issues with equipment, hardware, and software.
- Researches, evaluates, and recommends computer equipment, mobile devices, and other hardware for the NVCJTA. Maintains in-depth, up-to-date knowledge of standards, guidelines, and trends, and makes recommendations for future proofing.
- Maintains and performs updates to the IT systems.
- Manages and supports the mobile device management system including adds, moves, removals, and changes to all mobile devices (smartphones, tablets, and Mi-Fi's).
- Manages ordering of new devices, troubleshoots issues, and maintains vendor relationships.
- Responsible for maintaining IT related files, logs, records, and documents. Composes various types of correspondence related to files and projects. Prepare monthly, quarterly, and annual reports with minimal supervision.
- Develops and maintains software and hardware inventory. Coordinates orders, stocks, and stores IT related supplies.
- Configures and deploys all NVCJTA computers, including laptops, desktops, and monitors.
- Acts as liaison between the NVCJTA and the IT consultants.
- Works in tandem with the IT consultants and vendors to utilize their enterprise skills and ensure they are accurately informed of system behavior and configuration.
- Consults with the IT consultants and vendors to ensure all systems meet security and enterprise best practices.
- Works with the NVCJTA leadership by participating in and supporting planning and development of long-term strategic goals for equipment, hardware, and software.
- Contacts vendors regarding problems and issues with equipment, hardware, and software. Schedules service calls or repairs. Obtains quotes for new software/hardware purchases and/or repair. Works closely with vendors regarding repairs and new purchases.
- Works with Active Directory creating and modifying user accounts, security groups, and distribution lists.
- Provides training for end users on managed systems and the appropriate use of equipment or software.
- Maintains a computer network with at least 160 users, prioritizing a variety of duties, and effectively interacting with staff and vendors.
- Uses tact, discretion, initiative, and independent judgment to make decisions in accordance with federal and state laws, county and NVCJTA policies and procedures.
- Establishes and maintains effective working relationships with recruits, employees, and vendors.
- Organizes work, sets priorities, meets critical deadlines, and follows up on assignments under minimal supervision.
- Apply logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complex policies, procedures, and protocols.
- Use computer systems to enter and retrieve data and information accurately and rapidly.

- Knowledge of and ability to manage and support Microsoft Educational Suite software and users.
- Ability to administer the Microsoft Educational Suite for each NVCJTA basic recruit session to include recruit accounts, password maintenance, file organization and loading of instructional and resource material.
- Other duties as assigned.

ESSENTIAL ADMINISTRATIVE RESPONSIBILITIES

- Knowledge of cybersecurity systems, software, policy and protocol.
- Assesses the instructional value of, promotes, and uses existing technologies to support teaching and learning.
- Collaborates with, trains, and provides technical guidance to instructional staff with the integration of technology to support instruction and innovation.
- Uses best practices with the development of content for face-to-face or online learning opportunities.
- Maintain digital presentation equipment in classroom and conference rooms. Provide user training to instructors and staff.
- Consult with, provide training and technical guidance to staff to maximize use of business productivity software.
- Assists and collaborates with the Operations Manager with maintenance and upgrades of computers, printers, and related hardware.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to train instructors and recruits using Microsoft Educational Suite, to include setting up classes and groups, development of assignments, tests, quizzes, and reports.
- Ability to maintain inventory of assigned hardware and troubleshoot issues.
- Knowledge of Microsoft Technologies to include Microsoft Office 365, OneDrive, SharePoint, Teams, and Azure.
- Knowledge of video & photo editing software.
- Ability to utilize technology to optimize business processes and end user experience.
- Ability to execute and track projects, establish priorities, plan and schedule work assignments and projects.
- Understanding of adult learning practices.
- Ability to communicate effectively, both orally and in writing.
- Ability to maintain Academy website.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to the following:

Bachelor's degree plus two years of experience providing technology- based instruction on computer business and/or educational software applications (e.g., word processing, spreadsheet, database management, desktop publishing/graphics) in a community or educational based setting.

SPECIAL REQUIREMENTS:

- Must possess a valid driver's license from your state/district of residence.
- Must successfully complete a character background investigation.
- Must have never committed, been involved in, or been convicted of, a felony or serious misdemeanor; must be of good character and reputation.
- Must be able to perform essential job functions (reasonable accommodation may be granted on a case-by-case basis).

SALARY AND BENEFITS:

The salary range for this position is from \$76,070 to \$101,428 depending on qualifications and experience. This position offers an extensive benefits package, including comprehensive life and health insurance, vacation and sick leave accrual, and retirement benefits.

The NVCJTA typically follows a four-day-per-week schedule, Tuesday - Friday, 6:00 a.m. - 4:30 p.m. All NVCJTA buildings and facilities are smoke free.

TO APPLY:

Resumes and cover letters may be submitted by mail or e-mail and will be accepted until 4:00 PM on May 16, 2025.

Email address: jobs@nvcja.org

Mailing address: Northern Virginia Criminal Justice Training Academy
45299 Research Place
Ashburn, VA. 20147-2600
Attn: Mr. Jeff Mees

REASONABLE ACCOMODATION:

Applicants with disabilities may request reasonable accommodation during the job selection process. This request should be in a timely manner to the NVCJTA and may include an alternate format application or other accommodation at the mutual agreement of the Academy and applicant.

EQUAL OPPORTUNITY EMPLOYER:

The Northern Virginia Criminal Justice Training Academy does not discriminate in employment on the basis of race, color, religion, sex, national origin, age, disability, or genetic information, veteran status, political affiliation, sexual orientation, or gender identity.