

Florida Highway Patrol Duties Summary:

Maintain and support over 2400 computer users within the FHP to include 1671 Mobile Data Terminals (MDTs) used by the Patrol on the road. Assists in the support of FHP Field e-mail accounts and LANS.

Possesses and exper-level knowledge of computer security and desktop systems defense. Cleans systems and takes preventative measure to ensure protection and integrity of systems.

Performs repair and salvage of critical data systems and information. Has successfilly recovered data from corrupted hard drives.

Responsible for cleaning hard drives of sensitive information.

Answer and routes if necessary FHP helpdesk within the Computer Support and Operations Section. Provide solutions to most computer workstation helpdesk calls. Also can resolve many server related calls. makes office visits if required to fix a computer problem. Transfer calls to supervisor when necessary.

Use mission critical knowledge of the Windows XP operating system. This is the latest OS currently being implemented on the patrol's computers. Has the knowledge to support the other OS still being used within the Troops and Headquarters.

Has the skills and ability to remote in to the Academy and ten Troop servers to resolve server issues or futher remot in to an individual Computer to resolve carious problems. Understands CJIS network and Troop's LAN topology.

Wrote and compiled an insructional guide for transferring the computer files from old workstations to newly deployed models. Covered 458 computer replacements.

Assisted in the final configuration and preparations of four separate system images to ensure funcionatlity and security within the FHP Field and FHP Kirkman for the 458 computer deployment.

Researched and derived methods to more efficiently patch and update the Patrol's computers over a distributed computing environment.

Makes trips to districts and regions to perform installs, testing systems, maintenance, and repair.

Coordinates fo receiving and shipment of computer hardware and software to ensure correct accountability.

Other various related tasks and activities.