COMPUTER SERVICES UNIT MANAGER

CHARACTERISTICS OF THE CLASS:

Under the direction of the Support Services Captain, the Police Computer Services Manager is responsible for directing and supervising the activities of personnel assigned under their command. Duties include the training, discipline, coordination and evaluation of assigned personnel. Performing and/or coordinating tasks to meet the Unit's objectives, as well as any assigned by the Support Services Captain.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Responsible for support and maintenance of all Police Department specific computer systems, programs and applications.

2. Supervise and monitor daily activities of Computer Services Personnel.

3. Develop department workflow processes as technology and CJIS policies change for police specific systems.

4. Serves as a law enforcement subject matter expert working directly with vendor programmers on customizing the Record Management System (RMS)

5. Manages assigned projects; evaluates system requirements; researches and develops information technology system solutions.

6. Responsible for purchasing equipment and technology based software and hardware needed by the department.

7. Monitors and maintains the security of police department software systems in compliance with police department policies, Criminal Justice Information System (CJIS) requirements and City TSD standards. Responsible for incorporating technology policy changes mandated by the FBI and CJIS policy.

8. Produces a variety of spreadsheets or management reports as requested through the police department. Writes custom queries to gather statistical data for public disclosure and administrative reporting.

9. Manages and prepares the police department technology budget to meet the technology needs at the police department. Participates in the development of overall department technology goals and priorities; prepares and presents strategic technology plan.

10. Establishes and maintains inventory of office supplies and computer equipment.

11. Participates in staff meetings for the purpose of communicating needs of assigned personnel as well as department.

12. Document incidents of concern or occurrences not concurrent with department standards, protocols or procedures.

13. Assists in making recommendations on hiring, discipline, leave requests and overtime.

14. Provides training to new and subordinate personnel through communicating techniques in new or revised operational procedures.

NOTE: The examples as listed are descriptions of essential functions and are not necessarily all inclusive. The omission of an essential function of work does not preclude management from assigning duties not listed herein. Assigned duties, which are an essential function of work not listed herein, are permissible if such functions are a logical assignment to the position.

REQUIREMENTS:

A. Training and Experience:

Bachelor's Degree in Information Technology or related Field.

5 years of experience within a law Enforcement Agency Preferred.

Administration of SmartCop database experience Preferred.

B. Knowledge, Abilities and Skills:

Knowledge of relational databases.

Knowledge of basic police information gathering resources.

Knowledge of standards, policies and procedures.

Ability to train.

Ability and desire to promote team concept.

Ability to modify subordinate behavior utilizing documentation and progressive corrective actions.

Ability to supervise while under pressure.

Take lead in providing service equivalent to department standards.

C. Physical Requirements: 3

D. Environmental Requirements: 2

E. Sensory Requirements: 3, 6, 8, 9