

CITY OF SANTA ANA

JOB TITLE

Police Technology and  
Support Administrator (MM)

JOB CODE

03380

DEPARTMENT

Police Department

TITLE OF IMMEDIATE SUPERVISOR

Police Chief

JOB SUMMARY

Provides leadership and recommends strategic direction for the information systems and technology support of the police department.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Works extensively with other City departments in developing citywide technology strategies. Collaborates with County and Municipal law and justice agencies in the development, implementation and shared use of countywide law and justice systems. Works in cooperation with joint interagency task forces and operations with other criminal justice agencies in the access and sharing of critical information. Develops and enforces policies and standards for information technology and identifies where and how technology can systematically support the processes of the police department. Directs, has operational knowledge of, and is primarily responsible for the four Divisions within this Bureau: Information Systems, Communications, Property and Facilities, and Police Records. Promotes vision, leadership and strategies to ensure that the resources and efforts of these Divisions are utilized in the direct support of the goals of the Department and specifically those that maximize the effectiveness of the operational Bureaus and the Departments' Community Policing activities. Oversees the effective operation of the Bureau's divisions and ensures their compliance with departmental objectives and responsiveness to operational needs. Advises, supervises and evaluates principal subordinates. Makes written recommendations to the Police Chief on all disciplinary matters within the Bureau and participates in Bureau employee-relations matters including grievances. Serves as a member of the Police Senior Management Team and assists the Team and Police Chief in developing department-wide strategies. Establishes and maintains effective working relations with other governmental agencies, city and departmental staff, and the public. Performs other related functions as required.

MINIMUM DESIREABLE QUALIFICATIONS

Considerable supervisory and management experience in law enforcement operations, including management experience in police systems and applications and support functions. Graduation from an accredited four-year college or university with a bachelor's degree (master's degree preferred) in public or business administration, management, information technology, law enforcement or related field; or any equivalent combination of experience and education.

**CHARACTERISTICS OF SUCCESSFUL PERFORMERS:**

Successful performers possess a thorough understanding of law enforcement issues and practices as well as how technology may best be utilized to facilitate the police mission. An excellent information analyst, the effective incumbent is systems oriented and effectively directs technical and professional staff in a variety of support roles. This individual is a team player who displays tact, patience, and respect in dealing with people of varying temperaments and levels of knowledge. He or she exercises strong interpersonal skills and represents the City well in working with city and departmental staff, staff from other agencies, and the public.

**ORGANIZATIONAL RELATIONSHIPS**