

POLICE SYSTEMS MANAGER (AM)DEFINITION

Manages, directs, budgets and staffs the Police Department's Computer Services Unit. Administers all Department information and telecommunication systems, oversees the Crime Analysis Unit and directs the forensic examination of evidence in computer-related crimes.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

Manages a Unit in the Police Department responsible for the development and maintenance of all Department computer and communications systems, including local and wide area networks. Evaluates the Department's information/telecommunication systems and provides periodic reports and recommendations to the Police Chief. Prepares and monitors the Unit's budget and participates in the development and implementation of goals and objectives for the Department. Supervises all unit staff and makes effective recommendations regarding personnel actions. Operates and maintains state-of-the-art Category 5 fiber optics network and all mid-range computers and servers. Coordinates training and provides ongoing support in the operation of personal computers, terminals, and peripherals to properly utilize various systems and programs such as computer-aided dispatch (CAD), records and jail management, digital mugshot, jail commissary, word processing programs, and specific applications such as the law library on CD-ROM. Manages all technological projects, oversees their implementation, and facilitates transition from older technology to more advanced systems. Coordinates the maintenance of databases and in-house programming, and administers hardware and software maintenance contracts. Acts as a liaison between the Police Department and the City's Information Services Division. Manages and coordinates all telecommunication systems for the Department, including installation, operation, and maintenance activities. Manages the Crime Analysis Unit and oversees the forensic examination of evidence in computer-related crimes. Performs other related functions as assigned

DISTINGUISHING FEATURES OF THE CLASS:

This is a single-position, non-sworn, Administrative Management classification that supervises technical and professional information systems classifications in the Police Department. The classification is comparable to Application Systems Manager in that both have administrative management responsibilities including project management and supervision of technical and professional information systems staff. The classifications differ in that the Police Systems Manager utilizes mid-range computers and local area networks systems to address information needs of a specialized nature, while the Applications Systems Manager serves primarily in a mainframe environment and deals with information solutions which have impact across the City organization.

MINIMUM BASIC REQUIREMENTS:

Five years of management experience in technology, information systems, and/or project management in a law enforcement agency and graduation from an accredited four-year college or university with a major in management, business administration, police science, computer science, public administration or comparable field; or any equivalent combination of education, training, and experience which provides the following knowledge and abilities:

Knowledge of: information management applications; state-of-the-art technology, including client/server systems; telecommunications systems; management principles and practices, especially budget, finance and personnel management; statistical techniques utilized in crime analysis.

Ability to: Analyze systems and operations, provide effective recommendations, develop and implement solutions; assess training needs and implement appropriate training and educational programs for users; work collaboratively with members of various sections within the Police Department and other City agencies; plan and supervise the work of professional staff; exercise patience and tact when dealing with users, coworkers, supervisors, and outside vendors.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

In addition to a high level of knowledge of information systems and a capability to conduct sound analyses, the effective Police Systems Manager possesses an excellent ability to work cooperatively with employees at all levels of the organization. The ideal incumbent is a team player who is able to display tact, patience, and respect in dealing with people of varying temperaments and levels of knowledge under often-difficult circumstances. This individual exercises strong interpersonal skills and represents the City well in working with outside vendors, the public, and people from other agencies.

Class title established per Council Resolution No. 98-018,
effective 7-1-98

Reviewed: 5/98, 12/02
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