

POLICE INFORMATION TECHNOLOGY ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: A Police Information Technology Administrator is responsible for planning, directing, and managing the operation of police information systems in coordination with the City's Information Technology (IT) Department. Responsibilities include: providing the vision and direction for Police Information Technology (PDIT) systems development, acquisition, implementation, and support; coordinating the design, development, marketing, and maintenance of PDIT projects and services; and leading or participating in multiple disciplinary teams throughout the City related to IT projects and services. An employee in this class is responsible for planning, organizing, and administering multiple PDIT services through methods such as: facilitating meetings and steering teams; acting as an advisor and reviewing or consulting on proposed work plans and project progress; implementing, evaluating, and modifying procedures, including the administration and ongoing development of varying customer-related services; completing continuous long- and short-term strategic planning for PDIT services; and identifying PDIT services and customer resources necessary to accomplish goals and objectives. The position is also responsible for overseeing the deployment and budget for all mobile data devices including smartphones and tablets within the Police Department to leverage existing and future technology while securing Criminal Justice Information System (CJIS) data through encryption and monitoring. The Police Information Technology Administrator is responsible for the physical security of all City facilities through the oversight and application of the C-Cure system and establishment of a security posture for the deployment of closed-circuit television (CCTV) and IP security cameras, along with the on-site or off-site storage of all related recordings to comply with public records laws.

Additional duties include: formulating PDIT budgets, procedures, and long-range plans in relation to the Police Department's business requirements including multi-year, multi-million dollar contracts, as well as multi-year grants that require the coordination of local and State agencies; marketing PDIT services to customers and managing their expectations; monitoring, reporting, and addressing issues related to customer satisfaction; supervising and directing professional staff to accomplish PDIT and customer objectives; coordinating the completion of multiple projects, project managers, and service deliverables; ensuring all work is done in alignment with the Department's long-term strategic plan; ensuring that the Department maintains proper staffing to respond to and support constantly changing systems and technologies; ensuring the accuracy and efficiency of Police Records Management Systems (RMS); ensuring all digital records are retained in compliance with Arizona Public Records Laws and Freedom of Information Act (FOIA) requirements; ensuring the overall cyber security posture of the Department; and establishing procedures for the prevention of, and response to, data loss and related cyber threats. This class is also responsible for performing related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. Incumbents must communicate effectively using both business and technical terminology with all levels within the organization as well as with City Council and vendors. Work is performed under the general direction of the Police Technical Services Manager, but considerable freedom is given to exercise independent judgment and initiative. This class is FLSA exempt-executive.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Business Administration, Criminal Justice Administration, Computer Information Systems, or a related field. Extensive (5+ years) experience in IT management or project leadership. Extensive (5+ years) experience managing, supervising, or leading the coordination and management of multiple, concurrent large-scale systems or services.

Special Requirements. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required. Must possess a valid Class D Arizona Driver's License by hire date.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug, and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Previous experience with managing Police Communications Systems and Police Automated Systems. Graduation from an accredited college or university with a Master's Degree in Public or Business Administration, or a related field. Experience with presentation, project management, team facilitation, budgeting, marketing, advertising, training, asset management, and purchasing is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with City employees, vendors, management, contractors, and public officials, personnel from other police agencies to answer questions, give direction and explain policies and procedures. Instructs and trains PDIT staff regarding effective communication methods. Prepares written documents including budget recommendations for the unit, statistical reports on PDIT activities, surveys and proposals. Makes presentations to senior staff members.

Manual/Physical: Enters data into a personal computer in order to assemble and organize information. Reviews the work products of others to ensure compliance with federal regulations, standards/guidelines including Mesa Police Department Administrative and Operations Orders, and required policies as defined by the City Council and City Manager. Operates a motor vehicle requiring a standard Class D Arizona Driver's License to attend meetings at other City facilities and agencies outside the City, and travel to various work sites.

Mental: Plans and manages the work of staff members, project teams, and technical personnel by motivating and evaluating performance. Supervises by assigning/directing work, conducting employee evaluation, staff training and development, and taking appropriate disciplinary/corrective actions. Develops policies and procedures, short- and long-term objectives and business plans. Provides technical and non-technical guidance and direction for PDIT projects and addresses technology

opportunities and challenges. Develops and revises PDIT related policies and procedures. Resolves work related problems involving time constraints, project costs, delays, etc. Performs mathematical and financial calculations to assist in the development of the unit budget. Coordinates activities with vendors and customers to prevent, resolve, or minimize customer problems. Understands and interprets technical specifications, schematic drawings, or other visual aides to assist customers align their technical needs with their business requirements. Inspects the work products of others to ensure compliance with standard operating procedures and division policies and procedures.

Knowledge and Abilities:

Knowledge of:

strategic planning and competitive analysis methodology;
project management and control techniques in a team environment;
laws, polices, and regulations governing the purchase of commodities and services for the City;
information technology concepts and practices;
police department functions including relations with regional, state, and federal agencies;
testing procedures, backup and recovery procedures, and security;
computers and office equipment;
industry trends involving information technology;
principles of change, problem, and asset management;
general theories and principles of product/service marketing and public relations; and
principles, practices, and procedures of employee supervision, including hiring, evaluating, and training.

Ability to:

effectively plan, direct, and manage the work of PDIT;
direct, supervise, motivate and develop subordinate professional-level employees;
explain technical problems in non-technical terms;
logically analyze complex systems, problems, or conflicting requirements and develop solutions;
think conceptually, observe and evaluate trends, analyze data, draw logical conclusions, and make sound recommendations;
maintain confidentiality of records and information; and
establish and maintain working relations with subordinates, management, other City employees, personnel from other law enforcement agencies, vendors, and professional organizations.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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JOB FCTN-ADM

INCREMENTS 39-200

PAY GRADE: 60

IND-9410

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