

## **POLICE TECHNICAL SERVICES DIVISION MANAGER**

### **JOB DESCRIPTION**

**Classification Responsibilities:** A Police Technical Services Division Manager performs administrative work in planning, directing, and managing the Technical Services Division of the Police Department. Supervision is exercised over a large staff of sworn and/or civilian personnel primarily through subordinate supervisors. Responsibilities include: participating in the preparation of the division budget by recommending personnel and capital needs; working effectively with a broad range of officials, employees, and citizens; dispensing technical advice, guidance, direction and authorization to carry out major plans and procedures; analyzing new technologies and running competitive analyses; and working with executive leadership to align the division objectives with Police Department strategic goals. A Police Technical Services Division Manager recommends comprehensive strategic goals and objectives and is responsible for their implementation and results achieved. Additional duties include: coordinating the completion of multiple projects and service deliverables; ensuring that customer projects are balanced against available resources; determining which work efforts and projects are assigned to each functional group; and prioritizing resources while coordinating with other divisions within Police and City departments. This class is responsible for performing related duties as required.

**Distinguishing Features:** This classification has been designated as a non-classified, non-merit system, at-will position. The administrative nature of the work requires considerable responsibility for making decisions regarding actions to be taken, accomplishing division objectives and achieving desired results, and independent judgment in the interpretation of policies and procedures. A Police Technical Services Division Manager provides highly complex staff assistance to the Police Chief and Assistant Police Chiefs. Supervision is received from an Assistant Police Chief who reviews work through observation of results and evaluation of reports. 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.** Graduation from an accredited college or university with a Master's Degree in Public or Business Administration, or a related field. Experience with presentations, project management, team facilitation, budgeting, marketing, advertising, training, asset management, and purchasing is highly desirable.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates with the general public, City employees, vendors, management, contractors, and public officials, personnel from other police agencies, states, and countries in order to create awareness of departmental services/offerings and administer assigned projects/services. Instructs and trains division regarding effective communication methods. Prepares written documents including recommendations, surveys, City Management and Council Reports, contracts, proposals, requests for bids and purchases, manuals, reports, business area analyses, and forms, etc. Communicates with internal and external audiences on controversial or sensitive issues on behalf of management and is able to interpret technological issues and offer business solutions. Makes presentations to senior staff members and City Council.

**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, taking appropriate disciplinary/corrective actions. Develops policies and procedures, short- and long-term objectives, business plans and budgets. Resolves work related problems involving time constraints, project costs, delays, etc. Negotiates with other City department representative to arrive at consensus on strategic decision and priorities. Negotiates with vendors regarding payment structures and contractual issues. Performs mathematical and financial calculations to assist in the development of the division budget. 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 department 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;  
program budgeting practices and procedures;

industry trends involving information technology;  
principles of change, problem, and asset management;  
general theories and principles of product/service marketing and public relations;  
principles, practices, and procedures of employee supervision, including hiring, evaluating, and training.

Ability to:

effectively plan, direct, and manage the work of the Technical Services Division;  
direct, supervise, motivate and develop subordinate professional-level employees;  
act as a liaison with external service providers across multiple projects and services;  
make oral and written presentations to senior internal and external audiences;  
perform high-level budget management and administration for multiple projects and functions;  
analyze information, statistics and reports on division activities;  
explain technical problems in non-technical terms;  
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.

New 3/20

TR/co/kc

CS6200

EEO-O/A

JOB FCTN-ADM

INCREMENTS 39-200

PAY RANGE: 62

IND-9410

SWORN-No