CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Police Department Technology Manager** **UNION:231**
SG:7
DEPARTMENT: **Police** **CS:N**
FLSA:N
EEO4/SOCCODE:TE/11-3021

JOB SUMMARY:

Manages the Technology Division of the Bellingham Police Department. Responsible for the operations and functions of the department's technology infrastructure including administration of specialized police applications and hardware, mobile systems, end user training and support, computer provisioning, testing and deployment, and coordination of enterprise systems. Enhancing business efficiencies in the use of technology; researches, evaluates, recommends and implements technology solutions and makes budget recommendations.

Works with other City management to ensure compliance with internal policies, security best practices, and regulatory standards, such as Criminal Justice Information Systems (CJIS). Serves as Point of Contact (POC) for ACCESS WACIC/NCIC Technical Security Audit.

SUPERVISORY RELATIONSHIPS:

This position reports to the Deputy Chief of Administrative Services. Works under general supervision and the guidance of City and Departmental policies, procedures, and guidelines. Supervises Police Department Technology Division staff.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Plans, organizes, directs, and evaluates the operations and functions of the Police Department Technology Division. Responsible for administration, testing, change management, and maintenance of Police Department systems. Oversees troubleshooting, diagnosing, repairing, and deploying computers, printers, and other peripherals to ensure continuity of operation for Department staff. Performs and coordinates database changes as needed; enhances systems to meet business and CJIS requirements.

2. Provides systems management and primary administrative responsibility for Police Department systems including the Records Management System (RMS) and Body Worn Camera (BWC) system. Works with vendors, end users and contract programmers to develop, test and implement system enhancements and customization. Develops documentation and trains end users on system use, changes and enhancements.

3. Administers in-car technology for Patrol and customized vehicles. Meets with vendors to discuss technology changes and suggestions. Implement, configure, and test in-car technology. Coordinate with City Shop and Communications Shop on hardware installation, maintenance, and vehicle new build orders. Configure enterprise modem system for GPS, CAD, and security updates.

4. Analyzes business processes, current practices and challenges; researches solutions, recommends and implements department workflow process and technology improvements and changes to meet business requirements, maintain compliance with CJIS policies and technology best practices. Works with Police Department leadership to identify and schedule priority work efforts.

5. Plans, organizes, directs, and monitors the daily work of Police Department technology division staff to accomplish work program and departmental goals. Assigns work and ensures appropriate training is provided. Participates in hiring, evaluates performance, provides feedback and guidance, coaches and counsels employees and participates in delivering corrective action as needed.

6. Collaborates and coordinates with City ITSD related to system changes and support requirements as well as planning and implementing enterprise technology solutions that have a direct impact to Police operations.

7. Manages assigned projects; evaluates system requirements; researches and develops information technology system solutions. Responsible for writing requests for information (RFI's) and requests for proposals (RFP's). Reviews bids to ensure that vendors meet minimum requirements, provides an analysis of software systems and leads the software selection process; monitors project performance, prepares and presents project progress reports for department management. Performs cost benefit analysis and technical analysis in conjunction with City ITSD and Purchasing departments. Oversees projects from development to coordination of installation, testing, and training.

8. Monitors and maintains the security of Police Department software systems in compliance with Police Department Policies, Criminal Justice Information System (CJIS) requirements and City ITSD standards. Responsible for incorporating technology policy changes mandated by the FBI and CJIS policy. Serves as technical subject matter expert for the Police Department for Washington State Patrol and FBI triennial audits.

9. Produces a variety of spreadsheets and reports as requested. Writes custom SQL queries to gather data for Public Disclosure and administrative reporting.

10. Manages Police Department technology budget to meet the technology needs at the Police Department. Participates in the development of overall department technology goals and priorities.

11. Provides high quality, detailed consultation, technical support and troubleshooting for all Police Department systems. This includes hardware, software, applications, and databases: Mobile Data Computers (MDC), Building Access Security, and other server applications. Responds to problems experienced 24/7 in the Public Safety System.

ADDITIONAL WORK PERFORMED:

1. Performs other duties and responsibilities as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Technical:

- Comprehensive and up-to-date knowledge of principles and procedures related to providing technical services in a customer-oriented environment.
- Comprehensive and up-to-date knowledge of and skill in utilizing Microsoft technologies including Windows Server, Active Directory, Systems Center, SQL, Office 365, PowerShell, and Group Policy.
- Comprehensive and up-to-date knowledge of client technology support including Windows-based computers, tablet computers, smart phones, printers, wireless technologies including Virtual Private Networks (VPN); industry standard methods for deploying hardware and software in a complex multi-site enterprise environment.
- Comprehensive knowledge of principles and techniques of analysis, design, development, and implementation of computer and communications systems in a complex network environment including mobile client support.
- Strong knowledge of working in a Microsoft SQL Server database environment and associated tools for integration development and support of critical systems in a complex environment.
- Ability to understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents; and to develop compliance programs as needed.
- Ability to maintain technology skills and knowledge in a rapidly changing environment; including complexity generated by increased compliance and security requirements and including ability to proactively monitor cloud-based and on-premises enterprise architecture, products, and services.

Management/Supervisory:

- Strong leadership qualities such as interpersonal sensitivity, adaptability, flexibility, and reasoning skills.
- Strong knowledge of the principles and practices of leading, supervising, and training teams.
- Good supervisory skills including the ability to plan and organize the work of others, and train employees in work processes and techniques.
- Knowledge of City and department policies and procedures including work processes and labor contract provisions for the workgroup.
- Strong ability to manage project budgets and staff resources.
- Ability to motivate and encourage staff, build teamwork, and foster a results-oriented environment.

Communications:

- Strong written communication skills for composing documentation, preparing reports, and corresponding with City employees and vendors.
- Excellent communication and interpersonal skills for interactions with co-workers, supervisors, managers, other City employees**.**

Other:

- Ability to establish and maintain effective working relationships with other employees, City officials, and representatives of other government agencies.
- Excellent organization, time management, problem solving, technical troubleshooting, and planning skills. Ability to work on several projects concurrently.
- Maintains the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with Police and City staff.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
    - Operate a computer keyboard, mouse and other devices

- ability to move and transport up to 25 pounds,
- ability to exchange information in person and by telephone
- Ability to detect and diagnose and resolve technical problems with computer displays and to assure proper operation of computers and software
- Ability to remain stationaryfor long periods of time

WORKING ENVIRONMENT:

Works extensively at a computer workstation and in computer server room. The work performed is in an office environment as well as off-site locations including mobile vehicles. The person in this position moves desktop computers and peripherals from one location to another. Installs computers and peripherals and connects to network system.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Baccalaureate degree in computer science, information systems management, business computer programming, mathematics or related field and:
- Four (4) years of progressively responsible experience supporting, implementing, and administering computer systems in a complex network environment.
- Two years of experience in providing support and administration for mobile technology.
- Supervisory experience in a technology role preferred.
- Experience with Law Enforcement applications preferred.
- An equivalent combination of education and experience enough to provide the applicant with the knowledge, skill, and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENTS:

- Employment contingent upon passing a criminal convictions check, background investigation, polygraph examination and fingerprinting. Subject to re-check every five years.
- Valid Washington State driver's license and good driving record. Must submit a three-year driving abstract prior to hire.

PREPARED BY:
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5/22

REVIEWED BY:_____
Flo Simon, Chief of Police