



## Police Technical Services Manager

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### Summary

Plan, coordinate, direct, and manage the activities of the Technical Services Division within the Police Department including emergency management, public safety communications, records, property and evidence, technology, community engagement, facility maintenance, and fleet management; coordinate and collaborate with other divisions, departments, and external agencies; and provide highly responsible and complex staff assistance.

### Class Characteristics

General direction is provided by the Police Chief or designee; responsibilities include the direct and indirect supervision of lower level supervisory, professional, technical, and support services positions.

This professional non-sworn classification is responsible for division level administration of the Technical Services Division within the Police Department. The incumbent is expected to formulate policy, develop goals and objectives, supervise staff, administer the division budget, and direct assigned day-to-day activities. The class is distinguished from supervisory positions within the division by its overall responsibility for the management, coordination, and direction of all divisional operations. The Police Technical Services Manager exercises considerable independent judgment and decision-making in directing and managing the services provided by the division.

### Essential Duties, Skills, and Demands of the Position

*The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.*

#### Duties:

Plan, coordinate, direct, and manage the personnel and activities of the Technical Services Division.

Direct, oversee, and participate in the development and implementation of goals, objectives, strategies, and performance measures of the division; assist in the development and implementation of department-wide goals and objectives; and recommend and administer policies and procedures for assigned programs.

Plan, coordinate, and evaluate the activities and work of the division; ensure efficient and effective utilization of resources while conforming with established regulations, policies, and procedures; identify opportunities for improvement and implement as appropriate.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; recommend and implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the division; in coordination with appropriate City departments, plan and manage administrative personnel activities (e.g., recruitment, leaves, employee relations, etc.).

Oversee and participate in the development of the division's budget; assist in budget implementation and administration; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; apply for and administer funding as appropriate.

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Manage organizational and technical changes that impact the department's information technology function and ensure programs and projects related to public safety technology are integrated into the department and effectively managed for compliance; provide strategic development and use of public safety information technology; coordinate design, procurement, and implementation of new technology and systems including development of long-range funding plans for maintenance and replacement; and manage support functions for telecommunications.

Develop, coordinate, and oversee implementation of complex projects utilizing outside contractors and/or City resources; prompt and effective remedial and preventative maintenance of all communications systems and equipment.

Monitor, research, interpret, and implement federal, state, and local policies, codes, regulations, and laws relating to assigned functions, including communications, use and confidentiality of police records, and property and evidence control; maintain knowledge of current legal requirements to ensure compliance.

Plan, oversee, and evaluate the emergency management function; develop and oversee the emergency and disaster operating procedures in conjunction with other City departments and other agencies; oversee and maintain emergency operational system access involving alert and warning.

Coordinate the activities of the division and collaborate with other divisions, departments, and external agencies; serve as a liaison for City personnel, the public, other city, state, and federal officials on law enforcement concerns; and assist in the identification of service needs and priorities and resolve issues related to division or department functions.

Interpret and implement changes in Federal Communications Commission rules and regulations; maintain the City radio licenses with the Federal Communications Commission; and oversee the development and implementation of radio equipment and maintenance records.

Research and prepare a variety of technical and administrative reports, forms, correspondence, and related documentation; prepare and present a variety of reports to department and City leadership, City Council, and the public.

Respond to difficult community concerns and requests for information as appropriate.

Build and maintain positive working relationships with co-workers, other City employees including leadership in other departments, and the public using principles of good customer service.

Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees, including participation in the Sonoma County Public Safety Consortium for County-wide technology and information sharing; provide technical assistance as necessary.

Plan, coordinate, and oversee social media and community engagement activities.

Perform related duties as assigned.

### Skills/Abilities:

Oversee, organize, and direct the operations and activities of the Technical Services Division.

Manage, direct, and coordinate the work of supervisory, professional, technical, and support personnel.

Provide administrative, management, and professional leadership for the division and department.

Evaluate and develop improvements in operations, procedures, policies, and methods.

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Manage, train, and evaluate employees; mentor and develop the workforce of the division.

Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to assigned functions.

Represent the City, or department, in contacts with representatives of other agencies, City departments, and the public.

Maintain confidentiality regarding sensitive information.

Use tact, initiative, prudence, and sound judgment within general policy, procedural, and legal guidelines.

Operate office equipment, including computers, and specialized software applications including Word, Excel, Outlook, and PowerPoint.

Effectively present information to senior management, public groups, and the City Council

Prepare and present clear and concise technical and administrative reports.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

### Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit; use the computer, keyboard, and mouse; operate office equipment requiring repetitive arm/hand movement; use hands to finger, handle, or feel; reach and pull with hands and arms; talk or hear; and taste or smell; stand, walk, and stoop, or crouch. Occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee will generally work in an office environment where the noise level is usually moderate; frequently be exposed to outside weather conditions; and may occasionally be exposed to fumes or airborne particles.

The incumbent must be available to be called for local emergencies and work irregular or extended hours to attend various meetings, and work with constant interruptions.

### **Qualifications**

#### Knowledge of:

Principles and practices of assigned programs including public safety communications, records, and information systems.

Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned programs.

Public safety systems and practices, including CAD, RMS, MDC, AFR, AVL emergency telephone and radio systems, and California Law Enforcement Telecommunications System (CLETS) and National Crime Information Center (NCIC).

Resources and practices associated with National Emergency Number Association (NENA), the Association of Public-Safety Communications Officials (APCO), California CLETS User Group (CCUG), and California Law Enforcement Association of Records Supervisors (CLEARs).

Principles, laws, policies, methods, practices, and regulations pertaining to the dispatch of emergency police, fire, and medical services.

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Applicable federal, state, and local laws, regulatory codes, ordinances, rules, and procedures relevant to division operations including property and evidence and the release, retention, and purge of information and records, including the Public Records Act and Federal Communications Commission.

Budgeting procedures and techniques.

Methods and techniques related to internal investigations and response to community complaints.

Principles and practices of effective customer service and community interface.

Principles and practices of leadership, supervision, training, and personnel management.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

### **Education and Experience**

*Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:*

#### Education:

A Bachelor's degree from an accredited college or university with major course work in business administration, public administration, criminal justice, or a closely related field. A Master's degree is highly desirable.

#### Experience:

Five years of increasingly responsible experience in a public safety communications or records operation; at least two years of experience must be in a supervisory capacity.

#### Certifications/Licenses:

Possession of a valid California Class C driver's license, or the ability to obtain the license.

Possession of one or more of the following certificates issued by the California State Commission on Peace Officer Standards and Training (P.O.S.T.) is desirable: Dispatcher, Civilian Supervisor, Instructor, Records Supervisor, or a related certification.

#### Additional Requirement

Must be willing to respond to local emergencies and work irregular or extended hours.

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