POLICE TECHNOLOGY ADMINISTRATOR

JC: PD116
PG: PSS

BU: 26
FLSA: Exempt

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under direction, oversees and coordinates a variety of police information systems, including data and information management, police computer-aided dispatching, police records-management systems (RMS) BART Police technology systems and other police support functions; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single police civilian classification provides technical oversight for the day-to-day operation of the various police information systems including such modules as computer-aided dispatch (CAD), records-management system (RMS), and database management. The incumbent is expected to have substantial contact with department staff to ascertain systems needs and provide user assistance. This class is distinguished from other civilian police classifications in that the latter have responsibility for supervising personnel in specific administrative functions such as communications, budget, procurement, supply, and traffic services respectively.

REPORTS TO

This position reports to the Police Chief or command-level officer and will work directly with the BART Director of Technology.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1.   Plans, organizes, provides assistance, training, and review to support staff involved in the police records-management systems (RMS), communications-dispatch systems (CAD), and other BART Police technology systems.

2.   Formulates policies, reviews, and implements operational procedures and policies.

3.   Coordinates and performs installation and testing of vendor software, application module upgrades, database upgrades and system back-up recovery functions.

4.   Develops application queries and ad hoc reports to support police computer application software modules and databases.

5.   Provides administrative and technical assistance to police managers and other departments within and outside the District.

6.   Provides support data for community policing, crime-prevention programs, and departmental planning activities.

7.   Serves as liaison for the Police Department with other divisions, departments, and outside agencies.

8.   Provides representation and written reports at District committee meetings, executive staff and to the BART Board of Directors and other agencies and interest groups.

9.   Coordinates services of selected District Service Contracts related to Police Information Systems.

10.   Assists in long- and short-term planning.

QUALIFICATIONS

Knowledge of:
- Principles of Computer Science, or a closely related field
- Principles of Enterprise Application Administration including all Database, Server, and Application tiers
- Techniques and procedures for administrating Computer Aided Dispatch (CAD), police Records Management Systems (RMS), Field Based Reporting (FBR) and Mobile CAD computers
- System analysis and design procedures and techniques
- Experience working with communication and message servers, exchanging data between multiple agencies
- Operation principles and characteristics of network server systems with focus on (LAN & WAN) protocols
- Working Knowledge of database back-up and recovery functions and procedures
- Able to install, configure and manager Microsoft SQL Server.
- Develops Relational Database Management models to integrate applications with report engines
- Experience with Windows Server and Linux administration
- Job planning, prioritizing and scheduling techniques
- Basic mathematics
- Basic, statistical, business administration and office procedures

Skill in:
- Analyzing systems and problems and developing solutions to meet department needs
- Developing tests to validate new software modifications and upgrades
- Troubleshooting hardware and software
- Translating user/department needs into operational programs

- Instructing user/department staff in the operation of personal computers, new or revised computer applications, including explaining system concepts to non-technical users
- Communicating clearly and concisely, both orally and in writing
- Making sound independent decisions within established guidelines
- Establishing and maintaining effective working relationships with supervisors and other employees within and outside of the District

MINIMUM QUALIFICATIONS

Education:
An Associate degree in computer science, mathematics, information technology, business administration, or a closely related field from an accredited college. A Bachelor's degree is preferred.

Experience:
Three (3) years of (full-time equivalent) verifiable experience in programming business or law enforcement-related applications for computer systems. Prior experience managing or working on a Law Enforcement project is highly desirable.

Other Requirements:
Must possess a valid California driver's license and have a satisfactory driving record.
Must be able to pass a detailed background investigation prior to appointment.
Must be able to work various shifts, weekends, holidays, and overtime.

Substitution:
Additional professional experience as outlined above may be substituted for the education on a year-for-year basis.

WORKING CONDITIONS

Environmental Conditions:
Office environment; exposure to computer screens.

Physical Conditions:
May require maintaining physical condition necessary for walking, standing, or sitting for prolonged periods of time.

BART EEO-1 Job Group: 7500 – Police Supervisors/Managers
Census Code: 1107 – Computer Occupations, Others
Safety Sensitive: No

CLASSIFICATION HISTORY
Created: July 12, 2004
Revised: April 2022