



City of Casa Grande

## **Public Safety Technology Coordinator**

**GENERAL PURPOSE:** Under general supervision, provides high-level technical hardware and software support to Public Safety users to improve and enhance information systems to meet specific departmental needs.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Provides technical information and technology support to internal customers in the Police and Fire Departments.
- Evaluates and analyzes departmental processes, procedures, and workflow to determine the feasibility of different technology options and solutions to meet their requirements.
- Assists in system analysis, computer configuration, planning and training of employees on the department's automated systems to ensure optimal performance of the systems.
- Researches, tests and evaluates new software applications and upgrades of existing applications. Implements the installation and upgrades to the systems.
- Assists in providing technical direction and support, including budget projections, for the department in determining current and future software and hardware needs.
- Develops procedures manuals and related forms to guarantee that knowledge of important technical processes and departmental application software is passed on to future Integrators.
- Reviews trends and practices in public safety technology. Acts as liaison with other agencies and organizations.
- Assists in prioritization, submission and implementation of requests for technology service for the Police and Fire departments.
- Performs other duties as assigned or required.

**SUPERVISION EXERCISED:** Generally none.

## **JOB DESCRIPTION**

### **Public Safety Technology Coordinator**

#### **MINIMUM QUALIFICATIONS:**

##### **Education and Experience:**

Bachelor's degree or equivalent course work at a technical or vocational school in Information Technology, Telecommunications, Public Administration, Criminal Justice, Fire Science or closely related field, and two (2) years of experience in coordination and management of technology/telecommunications in a police and/or fire operation and/or in a related public-safety environment; OR an equivalent combination of education and experience.

##### **Necessary Knowledge, Skills and Abilities:**

- Knowledge of technology and equipment used in public safety.
- Ability to understand Police and Fire Department protocols and procedures.
- Ability to understand City, state, and Federal laws, and of Department policies and procedures as they relate to dispatching public safety and other emergency services.
- Knowledge of the principles and practices of the use of technology in a public safety setting.
- Knowledge of business and personal computers, and specialized software applications.
- Knowledge of the principles of record keeping and records management.
- Skill in planning, organizing, directing and evaluating the effectiveness of communications and telecommunications operations, and other technology involved in police and fire department operations.
- Skill in working in multi-tasking situations.
- Skill in preparing clear and concise reports and analyses.
- Skill in providing technical assistance in the operation and maintenance of voice and radio communications, E911 system; troubleshooting the network systems and responding to requests for assistance from system users.
- Skill in operating a personal computer utilizing a variety of business software.

**Special Requirements:** Operator Certification for NCIC & ACJIS access is required; depending on the needs of the City, incumbents in this classification may be required to obtain and maintain additional licenses or technical certifications. Will be required to work some nights and weekends.

**Physical Demands / Work Environment:** Standard office environment.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as needed.*