POLICE INFORMATION SYSTEMS COORDINATOR

CLASS DESCRIPTION

General Responsibilities:

This is advanced level professional and supervisory work in the strategic planning, development, coordination, administration, implementation, project management, support and operation of diverse automated information systems/services within the Madison Police Department (MPD). This position provides coordination and communications with the MPD Technology staff, the City of Madison Information Technology (IT) Department, the Dane County 911 Center, other law enforcement agencies, and various vendors. The employee, under the general supervision of the Police Records Section Manager, exercises considerable independence, judgment and leadership, in meeting departmental objectives.

Examples of Duties and Responsibilities:

Continually evaluate the digital infrastructure of the MPD's information systems and services in order to meet departmental standards, requirements, and goals. Analyze, research, recommend, develop, coordinate, and implement appropriate technological enhancements, processes, and standards. Consult with staff in identifying and recommending appropriate technological enhancements.

Serve as the administrator and coordinator for support of MPD information technology applications, systems, and services. Administer the MPD centric applications: records management, mobile, in car video, internal affairs, dictation/transcription, card access, analytics, parking, etc. Support computerized records management system and the office automation software. Administer security and perform or coordinate troubleshooting activities. Create user profiles and coordinate log-in access, and perform other related technical activities. Coordinate the installation and implementation of software and general computer applications consistent with the needs of the department. Create, coordinate and distribute documentation on software and hardware.

Coordinate the operational priorities, support, training, and assignments (applications, systems, districts, sections, units) for MPD Technology Section staff. Supervise the activities of the MPD Technology staff. Plan, prioritize and assign duties. Conduct interviews, evaluate performance, and oversee and participate in all related personnel matters. Identify the need for and respond to related staff training considerations, and coordinate the administration of related resources.

Provide comprehensive project management services. Develop and implement various technology projects such as: new buildings, expansions, or remodeling projects; Regional Records Management System (RMS) Consortium; workstations and infrastructure; and interfacing to other systems. Provide related coordination with the Information

Technology Department, other City agencies, Dane County 911 Center, other law enforcement agencies and vendors.

Provide operating, capital and grant budget information for applications, systems, goods, and services. Identify and recommend related budgetary information and priorities. Perform related research and development, write technical specifications, coordinate and oversee related RFP processes, award contracts, and work with consultants to ensure contract compliance. Analyze, calculate cost sharing for hosted systems, applications, software, and technical services for the Regional Consortium.

Track budgetary items involving new, upgrades, and enhancements to computer technology, infrastructure needs, and office automation. Coordinate and manage equipment for police vehicles, portable radios, and cell phones. Coordinate and manage wireless and voice cellular accounts.

Serve as the Department's TIME Agency Coordinator. Serve as the MPD designee to the City IT Department for any technology and user security approvals.

Coordinate and fulfill internal and external Freedom of Information Act (FOIA) data requests as needed.

Perform related work as required.

QUALIFICATIONS

Training and Experience:

Generally, positions in this classification will require:

Five years of related professional experience in the development and/or administration of management information systems and related computer systems and networking applications (including experience in IT project management, system documentation, and providing technical working support), including one year of project leadership experience. Such experience would normally be gained after completion of a four-year degree in Computer Science or a related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Knowledge, Skills and Abilities:

Thorough knowledge of IT project management principles, practices, and techniques. Thorough knowledge of computer system design and business process analysis. Thorough knowledge of personal computer system technology (hardware and software) and its effective application. Thorough knowledge of system support and operating criteria (both hardware and software considerations). Working knowledge of

management information system networking considerations. Working knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Working knowledge of the creation and administration of annual budgets. Ability to apply project management principles and practices to manage multiple projects at one time, and to provide project leadership. Ability to troubleshoot, problem solve and think creatively in a timely and effective manner, and to maintain an awareness of project deadlines and communicate project status, risks, and other issues. Ability to readily become familiar with specialized law enforcement centric systems and assess technological needs and requirements. Ability to evaluate and recommend both short and long term technological enhancements, configurations, upgrades, etc. Ability to deliver hardware and software procurements to assist in the development of related scopes of work and to evaluate responses and proposals to hardware and software bids. Ability to learn new technologies that emerge and impact current systems, and resolve any problems involved in integrating them within current systems.   Ability to perform and/or coordinate system maintenance and security objectives. Ability to supervise professional staff in the development, delivery and assessment of information services technology. Ability to lay out, plan, and review work. Ability to effectively participate in team efforts to improve departmental programs, processes, and services. Ability to provide consultation, training and leadership to lower level staff. Ability to provide and/or coordinate technical support for a diverse set of applications, systems, and environments with respective users, vendors and other agencies.   Ability to identify, develop, coordinate and/or implement training and related documentation. Ability to prepare technical specifications. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships with internal staff and staff of other agencies. Ability to successfully work with multicultural communities. Ability to represent department interests in sensitive interaction with customers and in vendor negotiations.   Ability to exercise considerable judgment and discretion in completing assigned tasks. Ability to maintain adequate attendance.

Special Requirements:

Ability to meet the transportation requirements of the position.

Must be able to participate in on call rotation.

Must be able to obtain TIME certification.

Physical Requirements:

Work is primarily sedentary in nature and performed in an office environment. Employees will be expected to use standard office equipment such as a telephone, computer, calculator, copier, and fax machine. Employees must have the physical strength, coordination and acuity inherent to set up, install and test computers as assigned. Employees may be expected to visit sites within the City and throughout Dane County in order to troubleshoot issues or attend meetings, both during and after regular work hours, including weekends.

Department/Division	Comp. Group	Range
Police Department	18	12

Approved: _____

        Harper Donahue IV   Date

        Interim Human Resources Director