

**INFORMATION
TECHNOLOGY
UNIT**

OPERATIONS MANUAL

August 2024

TABLE OF CONTENTS

SAN DIEGO POLICE DEPARTMENT VISION, VALUES & MISSION	1
INFORMATION TECHNOLOGY UNIT MISSION STATEMENT	2
OFFICE PROCEDURES	3
STAFF MEETINGS	5
DEPARTMENT POLICIES/PROCEDURES/ANNOUNCEMENTS/ORDERS	5
OVERTIME	6
EMERGENCY CALL-BACK AND ON-CALL ASSIGNMENTS	6
SUPPLY/INVENTORY CONTROL	6
EQUIPMENT INVENTORY	7
PETTY CASH REIMBURSEMENTS	7
BUDGET PREPARATION	8
RELEASE OF CRIME/CRIMINAL HISTORY INFORMATION	8
INFORMATION TECHNOLOGY PROJECT REVIEW COMMITTEE (ITPRC)	8
INFORMATION TECHNOLOGY CLASSIFICATIONS AND RESPONSIBILITIES	10
DEPUTY DIRECTOR	10
PROGRAM COORDINATOR, IT OPERATIONS MANAGER	11
PROGRAM COORDINATOR, CAD/911 IT OPERATIONS MANAGER	12
PROGRAM COORDINATOR, CYBERSECURITY & DATA CENTER MANAGER	13
INFORMATION SYSTEMS ANALYST IV, HELPDESK & DESKTOP	14
INFORMATION SYSTEMS ANALYST IV, APPLICATION DEVELOPMENT	15
ASSOCIATE MANAGEMENT ANALYST, BUDGET	16
INFORMATION SYSTEMS ANALYST III	17
GEOGRAPHIC INFORMATION SYSTEMS ANALYST III	18
INFORMATION SYSTEMS ANALYST II	19
POLICE OFFICER II	20
MANAGEMENT INTERN	21

SAN DIEGO POLICE DEPARTMENT VISION, VALUES & MISSION

VISION

The San Diego Police Department strives to advance the highest levels of public safety, trust, and professionalism by strengthening community partnerships through fair and impartial policing while fostering employee enrichment and growth to ensure we remain America's Finest police department.

VALUES

- **Human Life**
Our efforts will be oriented toward the goal of protecting human life and ensuring everyone has the opportunity to thrive.
- **Partnerships**
We will work collaboratively with our community to resolve challenges, protect individual rights, and promote prosperity.
- **Employee Enrichment**
We will provide for the professional development and wellness of our employees through access to ongoing training and a robust employee wellness program. Through these commitments we will continually advance the professional knowledge, personal growth and career longevity of our employees.
- **Innovation**
We are committed to leading the law enforcement community through innovative practices in order to maintain our position at the forefront of policing.
- **Integrity**
Our actions will be guided by the highest level of virtue and ethical practice through open communication and transparency.
- **Diversity**
We embrace and appreciate the unique experiences and backgrounds that provide strength and unity to our organization.

- **Compassion**

We will strive to show genuine concern for one another in both our interactions with the community and within our organization. We recognize that the complexities of life compel us to do nothing less.

- **Courageous Justice**

We will be undeterred in our pursuit of fairness, peace, and a genuine well-being for all people.

MISSION

Maintain public safety by providing the highest quality police services to all of our communities.

INFORMATION TECHNOLOGY UNIT MISSION STATEMENT

To provide information technology and resources to Department staff to support the Department's vision, values and mission. Inherent in this mission is ensuring the availability of existing information systems and the responsibility for training, maintenance, communications, change control, quality assurance, planning, equipment acquisition, installations, review of future technologies and related administrative support.

OFFICE PROCEDURES

System Access and Security

All employees, contractors and vendors with access to SDPD systems must sign an authorization form to receive access to the computers systems. Included in the document is the following paragraph:

By signing below, I acknowledge that Unauthorized or Unofficial use of, or tampering with, any SDPD computer system is a VIOLATION of California Penal Code Sections 502, 11142, 11143, 11105, 13300, 13302-13304, and Government Code Section 6200. All SDPD computer systems must be used in accordance with City of San Diego Administrative Regulations 90.61 and 90.63; and Department Policy/Procedure 1.45. DMV/CLETS records are confidential and for law enforcement use only. All information contained on any SDPD computer system is the property of the SDPD. You should have no expectation of privacy and all information is subject to an audit at any time. All Software contained on any SDPD computer system must be AUTHORIZED and used in strict accordance with the software licensing agreement. Violators will be subject to disciplinary action, and/or prosecution.

All employees must adhere to all City and Department computer system security requirements, policies, procedures, and regulations. City policies may be found on CityNet at <https://citynet.sandiego.gov/it/services/policies> and Department policies and procedures may be found on the Department's Resource Library at <https://cityofsandiegopolice.sharepoint.com/SitePages/Home.aspx>.

Office Security

The last person in the office should check the entire office to make sure no one else is there before turning off all the lights and locking the doors before leaving.

Electronic Signout Board

The Information Technology Unit Signout Board is used to assist staff in locating others throughout the day as issues arise. All Information Technology staff must use the Signout Board daily, signing in when arriving for work and signing out when leaving each day. In addition, staff must sign in and out for absences longer than 15 minutes during the day, such as to attend meetings, during lunch, personal appointments, etc.

Office Hours and Work Schedules

General office hours for Information Technology staff are Monday – Friday, 0700 – 1700.

All staff members are required to have a set schedule with a regular start and end time that allows for a half hour or one hour lunch. Staff are required to notify their immediate supervisor prior to their scheduled start time, if they are unable to come to work. It is acceptable to leave a voice mail or email if they cannot make direct contact with their supervisor.

Leave Time

Time scheduled out of the office (vacations, training, conferences, etc.) is to be noted in the Redbook. **PRIOR** to taking time off, employees must obtain supervisor approval. Represented employees are required to submit a leave slip, in advance, for a full or partial day off. Unrepresented employees are required to submit a leave slip for a full day off. A leave slip is required to be submitted on the first day of return from unscheduled time out of the office (sick leave).

When out of the office or on vacation for more than one day, staff are required to create an out-of-office message in Outlook, change their voice mail greeting and ensure their absence is reflected on the signout board.

Unit Pool Cars

Pool Cars are to be used for business meetings, training classes, deliveries, moving equipment, etc. Department or pool cars are not to be used for personal business.

Following are Unit rules for pool cars:

- All employees who drive a City vehicle or a personal vehicle while on City business must review AR 75.12, AR 75.50 and the City's Driver/Operator manual, and acknowledge and agree to the provisions in each of the documents prior to driving on City business.
- All use of pool cars must be reserved via Outlook, using the meeting request function with the vehicle selected as a resource.
- The vehicle inspection log located in each pool car must be completed each time the vehicle is driven, including recording the employee who drove the car, the beginning and ending mileage, and vehicle condition.
- Do not take a pool car that has already been signed out by another person unless you have contacted that person and have received permission to do so.
- If you sign out a pool car and then do not need it, remember to release it.

- Always check the gas tank level before you return the car. If the tank is less than half full, it is your responsibility to fill it up. The pool cars can be filled up at any area station garage and should be driven through the car wash at each fill up.
- Always remove all trash and debris from the vehicle, lock the doors and return the keys to the black box in the book case next to the Deputy Directors office. Do not keep the keys at your desk or take them home.
- If you have an accident while driving a pool car, contact Police Communications; let them know you are a Police Department employee and that you need assistance. Also, immediately contact your direct supervisor.
- Within 24 hours of an accident, you must fill out a Vehicle Accident Report, Form RM-1551.

STAFF MEETINGS

Unit staff meetings are held on the third Tuesday of every other month. Smaller, role-specific staff meetings are generally held on a weekly basis to discuss events and projects. All staff members are expected to arrange their schedules so they can attend these meetings. The purpose of staff meetings is to discuss current projects, plan new and future projects, brainstorm problems for possible solutions, exchange information/experiences of similar problems/projects. These meetings also provide an opportunity for supervisors to discuss Departmental policies and procedures, to disseminate information to personnel that may affect them as individuals or a Unit, and to afford everyone a chance to plan and discuss events, projects and decisions in a group setting. Recognition and awards for employees are presented at these meetings.

DEPARTMENT POLICIES, PROCEDURES, ANNOUNCEMENTS, AND ORDERS

It is the responsibility of each employee to read, become familiar and comply with all applicable Department Policies, Procedures, Announcements, and Orders.

EEO Policy

Members shall be permitted a work atmosphere free from discrimination and sexual harassment. All members shall adhere to EEO policies as stated in Administrative Regulation 95.60, outlined in the City's Equal Employment Opportunity (EEO) Policy—Annual Statement, and Department Policy and Procedure 5.03—Equal

Employment Opportunity. It shall be the responsibility of all supervisors to assure a non-discriminatory work environment.

OVERTIME

Changing workloads and system emergencies sometimes necessitate the use of overtime. Prior to working overtime, staff are required to obtain supervisory approval in advance. If your classification is eligible for overtime, you may select either "Comp Time" or "Pay" for the hours worked. Both are calculated at 1 1/2 times the number of hours worked. Positions receiving the Management Benefits Package are not eligible to be compensated for overtime.

ALL OVERTIME REQUIRES APPROVAL, IN ADVANCE, FROM YOUR SUPERVISOR.

EMERGENCY CALL-BACKS AND DAILY ON-CALL

All Information Technology personnel are subject to emergency call-backs in situations of Critical Incidents (DP 8.0). Call-back rosters are developed and maintained by Information Technology staff.

In an emergency, the Help Desk, at (619) 531-2228, will be contacted. Depending upon the severity of the incident and the systems impacted, the appropriate Information Technology on-call staff or supervisory staff (ISA IV) will be contacted to determine the resources/personnel necessary for an appropriate response. For Computer-Aided Dispatch (CAD) system or other emergencies involving equipment used by Communications Division, the CAD Group on-call staff will be contacted to determine the appropriate response. In that person's absence, the escalation procedures documented on the Division's SharePoint site (<http://cityhub/dept/sdpd/c/InfomationSystems/On%20Call%20Documents/Forms/AllItems.aspx>) will be followed. Supervisors are required to maintain a current roster of Unit personnel.

SUPPLY/INVENTORY CONTROL

The Information Technology Supervisors are responsible for ordering office supplies for the Unit. Individuals are expected to notify the supervisors when supplies are low. Everyone is encouraged to request needed supplies via e-mail. Periodically, the supervisors checks the supply cabinets to determine inventory levels.

Office supplies are ordered electronically through Ariba and sent to the Information Technology Unit Deputy Director for approval, then electronically submitted to Administrative Services for final approval. The supervisor receives e-mail status reports throughout the approval process. The supervisor is notified of the delivery date when the order has been filled and transmitted.

Supplies not available through Ariba are ordered on a PD-478 form. The Information Technology Deputy Director, as well as the assigned analyst in Administrative Services must approve this. Administrative Services staff will process the order through the appropriate vendor.

Supplies available through Central Supply are ordered through the Citywide SAP website. Supplies are delivered via the City's mail delivery service.

EQUIPMENT INVENTORY

In order for the Unit to properly control, protect and maintain equipment, one of the ISA positions maintains an inventory of computer equipment. The Information Systems Analyst maintains an inventory list specifically for the pool of laptops and computer projectors available for checkout by Department personnel.

All equipment should have a City property tag and number on it. If it does not, arrangements are to be made to have numbers added. City equipment cannot be transferred from one unit to another or loaned out without the proper forms being completed. These forms can be obtained by contacting your immediate supervisor.

Currently, the Information Technology Unit maintains a complete Department-wide computer equipment inventory list.

PETTY CASH REIMBURSEMENTS

Petty cash reimbursements are only available for official Department business and authorized purchases. Administrative Services should be contacted to determine if a more appropriate purchase method is available. If no other appropriate method is available, the Commanding Officer must approve all petty cash requests in advance. All reimbursement claim forms must be submitted within 30 days of the purchase or expense, be accompanied by a receipt, and signed by the Commanding Officer. In all cases, the policy and procedures as outlined in Department Procedure 1.22 shall be followed.

BUDGET PREPARATION

During the fall of each year the Department begins to draft its upcoming fiscal budget request. This process is generally completed and prepared for review by Administrative Services before October.

Items requiring budget approval include: personnel, contracted services, equipment, computer equipment, software licensing, maintenance contracts and project related expenses.

Budget preparation for the Information Technology Unit is the responsibility of the Deputy Director.

RELEASE OF CRIME/CRIMINAL HISTORY INFORMATION

Information contained in arrest and crime case files may be released or disclosed only to law enforcement agencies for law enforcement purposes, as enumerated in Department Procedure 1.26. Before releasing this information to authorized law enforcement personnel, certain procedures should be followed. If possible, requests should be channeled through the proper investigative unit within the Department. If a request is taken over the phone from an individual the analyst does not previously know, the analyst should obtain the phone number of the requester and return the call. No information should be provided before ascertaining that the requester is indeed working for that agency. Any information sent electronically outside of department Intranet must be encrypted. Information or data provided to non-law enforcement individuals is allowable only as described in Department Procedure 1.26. It is the responsibility of **Records Division** to provide crime and arrest reports to the public. Requests for calls for service information from the public or agencies outside the Department are to be directed to Communications Division Audio Research.

INFORMATION TECHNOLOGY PROJECT REVIEW COMMITTEE (ITPRC)

The Information Technology Project Review Committee (ITPRC) was established as an IT governance model for the Police Department. The ITPRC reviews, prioritizes, and approves all Police Department IT projects to ensure consistency with the Department's IT vision and long-term goals, and the proper allocation of IT resources.

IT project proposals are evaluated based on: 1) Alignment with the City's strategic plan and the Police Department's strategic plan, standards, architecture, and security, and 2) A detailed cost/benefit analysis. The Police Department IT governance process involves documenting business needs, strategic fit, funding source, return on investment, technologies, impacts, and alternatives associated with proposed IT projects.

This process applies to **all** IT projects or proposals, including grant-funded projects. The procurement process associated with all IT projects or proposals may not proceed without the approval of the ITPRC. In addition, Information Technology staff will not proceed with development or support any new IT projects unless they have been approved by the ITPRC. For additional information related to the ITPRC, refer to DP 1.44.

INFORMATION TECHNOLOGY CLASSIFICATIONS AND RESPONSIBILITIES

DEPUTY DIRECTOR, INFORMATION TECHNOLOGY UNIT

GENERAL TASKS

Under direction of the Assistant Director, Finance, this position oversees the Information Technology Unit. This position directs, assigns, trains, and supervises the work of subordinate personnel; coordinates the activities and reviews progress reports of the specialized sections and programs; coordinates Unit work activities with other units and commands within the Department, as well as outside agencies and organizations; evaluates the work performance of subordinates; answers inquiries from the public; and, assigns special studies and reviews comprehensive reports.

SPECIALIZED TASKS

- Develops and oversees efforts made toward achieving the Unit's long-term planning goals
- Oversees development and administration of the Unit's budget
- Manages organizational and structural changes within the Unit
- Oversees, prioritizes and directs all Information Technology Unit work activities
- Oversees management of major systems (CAD, RMS)
- Acts as liaison with commanding officers throughout the Department and with outside agencies and organizations

PROGRAM COORDINATOR, IT OPERATIONS MANAGER / APPLICATION DEVELOPMENT

GENERAL TASKS

Under direction of the Information Technology Deputy Director, this position manages the Information Technology Unit's teams responsible for desktop/helpdesk services and software development/maintenance services.

This position directs, assigns, trains, and manages the work of subordinate personnel; coordinates closely with the Department of IT and outsourced vendors to ensure the technical services and needs of the department are being met; participates in the strategic planning of technical initiatives for both the Police Department and City of San Diego; reviews progress reports of the specialized sections and programs within Data Systems, coordinates the unit's functions with other divisions and commands within the Police Department and City of San Diego, as well as outside agencies and organizations; evaluates the work performance of subordinates; and, assigns special studies and reviews comprehensive reports.

SPECIALIZED TASKS

- Supports and assists in the formulation and implementation of the Department's and Unit's long-term planning goals
- Administers the Department's IT budget
- Evaluates IT project request through the Department's ITPRC, City's IT Governance and STAC processes
- Oversees the implementation of large scale IT projects through the entire project management lifecycle
- Manages and/or oversees large automation processes and systems, such as:
 - IT Change Management
 - Records Management System
 - Application Development and Maintenance
 - Help Desk and Desktop Services
- Works closely with the City Department of IT and outsourced Application Development, Help Desk and Desktop support vendors to manage IT services and projects
- Oversees the Department's quality assurance, change management and testing teams

PROGRAM COORDINATOR, CAD/911 IT OPERATIONS MANAGER

GENERAL TASKS

Under direction of the Information Technology Deputy Director, this position oversees the Information Technology Unit CAD/911 IT Operations Group, which is responsible for managing the day-to-day support of the CAD/911 system and its interface components. In addition, this position oversees the technical aspects associated with the alternate dispatch center at Echo Base and ECDC.

This position directs, assigns, trains, and supervises the work of subordinate personnel; coordinates the activities and reviews progress reports of the specialized sections and programs within Information Technology, coordinates the Unit's functions with other divisions and commands within the Police Department and City of San Diego, as well as outside agencies and organizations; evaluates the work performance of subordinates; and, assigns special studies and reviews comprehensive reports.

SPECIALIZED TASKS

- Supports and assists in the formulation and implementation of the Department's and Unit's long-term planning goals
- Oversees configuration, implementation, testing and training processes of system upgrades
- Coordinates upgrade of the public safety network that will support communications systems across City departments and the alternate dispatch locations.
- Manages the day-to-day support of the existing CAD system and related Dispatch equipment and systems
- Manages day-to-day support for the Mobile Public Safety (MPS) network and mobile computers operating on the mobile MPS network
- Manages the day-to-day support of the Vesta 911 system and integrated sub-systems
- Manages the day-to-day support of the NICE radio/telephone logger system and sub-systems
- Manages the CAD/911 system operational budgets

PROGRAM COORDINATOR – CYBER SECURITY & DATA CENTER MANAGER

GENERAL TASKS

Under direction of the Information Technology Deputy Director, this position manages the implementation and enforcement of the City's and Police Department's cyber security controls, policies, standards, procedures and manages data center operations.

This position coordinates closely with the Department of IT, outsourced vendors and all Information Technology staff to ensure security is included in all pre-project planning and approved projects; evaluates and supports information compliance; and conducts internal and external investigations and security and risk assessments. The position also coordinates closely with the Department of IT and outsourced vendors in oversight of the Department's data center operations and services.

SPECIALIZED TASKS

- Supports and assists in the formulation and implementation of the Department's and Unit's long-term planning goals
- Coordinates with Data Systems staff, the City's Cyber Security team, other City departments, contractors and third party vendors to implement and sustain appropriate technical and procedural controls
- Manages ongoing security operations, including review of firewall activity and security logs, vulnerability management, intrusion testing and investigation of exception conditions
- Manages ongoing data center operations, including oversight of outsourced services, capacity planning, data retention policies, information classification and cloud computing services
- Participates in new technology deployment initiatives to ensure adoption of best security practices
- Participates in Citywide RFPs for IT services related to data center and cyber security
- Serves as the Department's information security subject matter expert in the development of contractual agreements
- Keeps abreast of emerging technology developments and security threats, and maintain a working knowledge of cybersecurity principles and elements
- Participates in budget development related to cyber security and data center services
- Reviews and makes recommendations to address cyber security vulnerabilities related to the Department's hardware, networks, data center and applications

- Reviews and makes policy recommendations related to information security practices

INFORMATION SYSTEMS ANALYST IV – HELP DESK & DESKTOP SERVICES

GENERAL TASKS

Under direction of the Program Coordinator, IT Operations responsible for daily IT Operations, supervises day-to-day technical support operations of the Information Technology Unit and the City's outsourced help desk and desktop services provider. Directs, assigns, trains, and supervises the work of subordinate personnel; coordinates the activities and reviews progress reports of the specialized sections and programs within Information Technology Unit, coordinates the Unit's efforts with other divisions and commands within the Police Department and City of San Diego, as well as outside agencies and organizations; evaluates the work performance of subordinates; and, assigns special projects.

SPECIALIZED TASKS

- Supports the Department's and Unit's long-term planning goals
- Assists in managing the Department's IT budget
- Participates in the on call rotation for management of large scale IT system issues that occur outside of standard working hours
- Manages large automation projects or systems, such as:
 - Help desk support operations
 - Desktop maintenance, relocation of desktop equipment, and support for operation
 - Computer hardware upgrade projects
 - System deployment and maintenance projects
 - User account maintenance

INFORMATION SYSTEMS ANALYST IV – NETWORKING SERVICES

GENERAL TASKS

Under direction of the Program Coordinator - Cyber Security & Data Center Manager responsible for IT Operations, supervises day-to-day technical support operations of the Information Technology Unit and the City's outsourced network and telephony services provider. Directs, assigns, trains, and supervises the work of subordinate personnel; coordinates the activities and reviews progress reports of the specialized

sections and programs within Information Technology Unit, coordinates the unit's functions with other divisions and commands within the Police Department and City of San Diego, as well as outside agencies and organizations; evaluates the work performance of subordinates; and, assigns special projects.

SPECIALIZED TASKS

- Supports the Department's and Unit's long-term planning goals
- Assists in managing the Department's IT budget
- Participates in the on call rotation for management of large scale IT system issues that occur outside of standard working hours
- Oversees the support services being provided by the City's outsourced networking services provider
- Serves as the Department coordinator for requests surrounding telephone services, LAN access, and network capacity expansion
- Manages IT projects for networking services and maintenance being performed by the City's outsource network services provider
- Oversees the creation of application deployment packages maintained by the City's outsourced IT services vendor

INFORMATION SYSTEMS ANALYST IV – APPLICATION DEVELOPMENT & MAINTENANCE

GENERAL TASKS

Under direction of the Program Coordinator responsible for IT Operations, supervises the Quality Assurance, Change Management and Application Teams. Directs, assigns, trains, and supervises the work personnel; coordinates the activities and reviews progress reports of the specialized sections and programs within Information Technology Unit, coordinates the Unit's efforts with other divisions and commands within the Police Department and City of San Diego, as well as outside agencies and organizations; evaluates the work performance of subordinates; and, assigns special projects.

SPECIALIZED TASKS

- Supports the Department's and Unit's long-term planning goals
- Assists in managing the Department's IT budget
- Participates in the on call rotation for management of large scale IT system issues that occur outside of standard working hours
- Oversees the work of the Unit's quality assurance and change management teams

- Oversees support services being provided by the City's outsourced application developer
- Serves as the Department coordinator for requests new application development and existing application enhancements
- Administers the Department's Records Management System, NetRMS
- Manages application development, enhancement, and maintenance projects being performed by the City's outsourced application developer
- Coordinates the documentation and turnover of existing Department applications to be supported by the City's outsourced application developer
- Provides technical support for applications maintained by the Police Department

ASSOCIATE MANAGEMENT ANALYST – IT BUDGET ANALYST

GENERAL TASKS

Under supervision of the Information Systems Administrator for IT Operations, serves as the Data Systems Management Analyst responsible for the oversight of the San Diego Police Department's Information Technology (IT) budget and procurement. Areas of responsibility include budget administration, procurement and customer service.

SPECIALIZED TASKS

- Projects various Departmental IT budgets including General Fund, Capital Improvement Projects (CIP) and grants
- Utilizes spreadsheets and a variety of reporting systems such as SAP, Business Objects and the IT Budget Tool to project and monitor the various IT budgets
- Works closely with the Department's Administrative Services to project, monitor and maintain the Department's budget for IT projects, goods and services
- Maintains familiarity with the City's IT Governance and Project Management Processes to ensure the Department's IT budget is effectively aligned with these processes
- Coordinates the Department's IT procurement including solicitation of quotes, writing approval memos preparing 478 forms, assisting with invitation to bid (ITB) and assisting with request for proposal (RFP) and ARIBA purchase requisitions
- Ensures the timely receipt of goods/services, reviews invoices for accuracy and approves payment
- Provides guidance and status updates to Department personnel requesting the purchase of IT hardware, services and software

INFORMATION SYSTEMS ANALYST III

GENERAL TASKS

Under direction of an Information Systems Supervisor, performs complex automated information system development, quality assurance, testing, training, implementation, and modifications; leads activities of other data processing personnel, and performs related tasks.

Reviews and evaluates a wide variety of requests for automation; defines user requirements; performs cost benefit analyses for new systems to be developed; justifies and prioritizes system development. Reviews new technology to determine suitability for Department use; and, represents the Department on a variety of committees.

SPECIALIZED TASKS

- Supports the Department's and Unit's long-term planning goals
- Leads the work of others in Information Technology Unit projects
- Leads application development projects
- Leads quality assurance, training and testing efforts
- Performs data analysis by developing database queries and reports utilizing varying data sources
- Administers the SharePoint application
- Manages the Department's web site
- Serves as a Department point of contact for IT purchasing estimates, process and procedures
- Provides 24/7 support for critical apps such as NetRMS/Crywolf and others, and debugging
- Provides 24/7 on-call support (rotating schedule) to the dispatch/communications staff and officers experiencing MPS/CAD-related issues in the field

INFORMATION SYSTEMS ANALYST III – CAD

GENERAL TASKS

Under general supervision of the Program Coordinator, CAD/911 IT Operations responsible for CAD Support, this position is responsible for managing the existing Computer Aided Dispatch (CAD) System: coordinates the integration of CAD software enhancements and "fixes" by using change control methods; analyzes CAD application interfaces or enhancement proposals for viability into the computer

system and its operation; and, provides back-up support for CAD system problem investigations. This position provides tier 1 support and coordination of vendor support for the 9-1-1 telephone system and its sub-systems. This position also provides 24/7 on-call support (rotating schedule) to the dispatch/communications staff and officers experiencing MPS/CAD related issues in the field.

SPECIALIZED TASKS

- Supports the Department's and Unit's long-term planning goals
- Extracts all CAD error logs and creates enhancement requests, logs them into database, and forwards to appropriate vendor support
- Alternating schedule for call-back support and CAD troubleshooting
- Restores LGF (MDT/CAD Message Logfile) data from ARCHIVE tape upon request from Tape Research staff
- Analyzes and evaluates CAD system activity
- Processes AVL requests and testifies in court as required
- Coordinates with the GIS analyst and vendor to update and maintain the CAD mapping system
- Works with vendors in order to resolve trouble tickets associated with CAD and its related systems
- Provides Command vehicle support for CIMU/SWAT
- Provides tier 1 support for the 9-1-1 telephone system and coordinates vendor support for the system
- Provides support for, distributes, images, and maintains inventory for the Panasonic Toughbook laptops/tablets.
- Provides routine maintenance for command laptops and CAD workstations at headquarters and Echo Base.

GEOGRAPHICAL INFORMATION SYSTEMS ANALYST III

GENERAL TASKS

Under direction of the Program Coordinator, CAD/911 IT Operations responsible for CAD support, performs complex geographic information system (GIS) development, quality assurance, testing, training, implementation, and modifications; leads activities of other data systems personnel, and performs related tasks.

Reviews and evaluates requests for GIS automation; defines user requirements; performs cost benefit analyses for new GIS tools to be developed; justifies and prioritizes GIS development, maintains GIS systems; and, represents the Department on a variety of committees.

SPECIALIZED TASKS

- Supports the Department's ArcGIS Enterprise Deployment and all applications/maps/feature services it hosts
- Supports and maintains the Department's Enterprise Geodatabases
- Supports the Department's and Unit's long-term planning goals
- Leads the work of others to support GIS related projects
- Leads GIS application development projects
- Leads GIS quality assurance, training and testing efforts
- Coordinates closely with Crime Analysts to develop and support useful GIS capabilities
- Performs and supports geospatial data analysis by developing GIS queries and reports utilizing varying data sources and GIS technology

INFORMATION SYSTEMS ANALYST II

GENERAL TASKS

Under the direction of an Information Systems Supervisor, coordinates and supports the development, implementation and maintenance of personal computers, Local Area Network (LAN) Information Systems, and all other Department systems. Responsible for the acquisition, installation, development, maintenance, and ongoing support of all Department information technology systems.

SPECIALIZED TASKS

- Supports the Department's and Unit's long-term planning goals
- Provides technical support to Department staff for second level Help Desk tickets
- Monitors Help Desk ticket queues to ensure technical issues are resolved in a timely manor
- Generates hardware/software specifications for new equipment purchases
- Maintains procedural documentation
- Provides technical training
- Installs hardware and software throughout the Department
- Maintains Department-wide systems
- Provides support with software maintenance
- Maintains equipment inventory
- Assists with projects managed by assigned project leads
- Participates in QA support functions (e.g. change management, testing and documentation)

- Coordinates with outsourced network services provider employees for wiring, and data moves
- Conducts special studies and audits, as assigned
- Participates in the development and maintenance of standardized desktop and laptop OS images
- Performs user account maintenance, include adding and deleting accounts

POLICE OFFICER II

GENERAL TASKS

Under the direct supervision of the Program Coordinator, CAD/911 IT Operations responsible for CAD Support, this position supports projects utilizing new and existing technologies for the Department. It is both an administrative and technical position within Information Technology Unit.

SPECIALIZED TASKS

- CAD-related tasks:
 - Develops training curriculum for CAD applications utilized by patrol officers
 - Provides police officers training and support for CAD and use of ruggedized Windows devices
 - Creates documentation for other applications used in the field
 - Develops and tests the operating system image of ruggedized Windows devices
 - Completes highly technical functional, integration, end-to-end, acceptance and performance testing for CAD applications, including mapping functionality
- Supports the Unit's long-term planning goals
- Serves as a liaison between officers, technical team, and contractors
- Provides tier 2 and tier 3 support for department personnel
- Works with hardware and software vendors on developing and improving products
- Requests quotes for products from suppliers
- Manages, supports, and updates new cellular carrier technologies
- Serves as IT training coordinator and CLETS training administrator
- Ensures department compliance with the annual CLETS recertification exam for all employees, volunteers, contractors, and other agency-sponsored entities

MANAGEMENT INTERN

GENERAL TASKS

Under the direct supervision of the Program Coordinator, CAD/911 IT Operations, coordinates and supports the development, implementation and maintenance of personal computers, Local Area Network (LAN) Information Systems, and all other Department systems. Responsible for the acquisition, installation, development, maintenance, and ongoing support of all Department information technology systems.

SPECIALIZED TASKS

- Mobile device management
- Technology equipment management
- Smartsheet databases
- Analyzing data to recommend improvements to existing systems or processes.
- Setting up new computers, networks, and software for new employees
- Remote Technologies
- Providing support to IT staff by answering phones, processing paperwork, and responding to user requests
- Installing operating systems and other computer software applications on new computers
- Coordinating with other departments to ensure that all technology is working properly for the department
- Collecting, analyzing, and storing data for use in reports
- Supporting the maintenance of existing computer systems, including troubleshooting problems with hardware and software
- Assisting with computer network security by scanning for vulnerabilities and viruses
- Providing technical support for computer hardware and software issues