

CITY OF SALINAS

TECHNICAL SERVICES COORDINATOR

BARGAINING UNIT/CLASS CODE:

AMPS / C13

DEFINITION

Under general direction, supervises support staff in the statistics office, word processing sections and technical and maintenance sections in the Police Department. Provide technical support of various police systems. Conduct management analysis regarding general, strategic and project considerations; provide organized data to allow others to conduct crime trends and other analysis; provide facilities management.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Support Services Commander. Exercise direct supervision over the Senior Police Clerk, Police Clerk(s), Word Processing Operators, Supervising Word Processing Operator, and temporary employees assigned to the statistics office, word processing section, and auto building maintenance staff.

ESSENTIAL JOB FUNCTIONS OF THE POSTION Duties may include, but are not limited to the following:

Conduct studies of police department methods and operations to develop new automated systems, or to maintain, and upgrade current systems to meet departmental needs in cooperation with City Information Systems staff. Make recommendations regarding the acquisition of hardware, software, and other related items. Analyze system problems; recommend and develop alternatives to improve capability and efficiency. Develop new procedures to facilitate data acquisition and procession. Provide information in the most useful format and manner to all levels of persons both within and outside the police department. Manage automated systems such as the microcomputer network and the video mug photo system. Provide documentation of automated systems to assist users. Assist the Training Sergeant and other managers and supervisors in the development of training procedures for users. Receive requests for information from members of the police, City departments and the public, evaluate the data resources available, and provide information which best serves those needs. Coordinate with other City departments and outside agencies to develop and operate multi-agency computer-related applications. Formulate proposals for and assist in the development of grant and other projects. Supervise, train and evaluate employees assigned to the statistics office, word processing section and the maintenance/janitorial staff. Assist employees with computer-related problems by providing direct support and/or preparing Help Requests or other documentation to obtain outside help. Perform other related duties as assigned.

PHYSICAL AND MENTAL CHARACTERISTICS

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, computer, business machines and related equipment; vision sufficient to read printed materials, visual display terminals; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance, on the telephone and in addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and reach overhead; physical mobility sufficient to move about the office work environment; physical strength to lift up to 20 lbs.; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

WORKING CONDITIONS

Business office working environment subject to sitting at a desk for long periods of time, bending, crouching, or kneeling at files, pushing/pulling of file drawers and supplies, reaching in all directions and prolonged periods of time working at a computer terminal.

**CITY OF SALINAS
TECHNICAL SERVICES COORDINATOR (continued)**

QUALIFICATIONS

Knowledge of:

Principles and procedures of computer-related systems; Computer hardware, software and related peripheral equipment. Law enforcement methods and operations analysis. Proposal writing and project management principles and practices. Principles and procedures of office management, supervision, training and evaluation.

Ability to:

Analyze data and develop logical solutions to problems. Effectively gather crime and police operational data, relate that data to department needs, and provide resulting information in a manner that allows others to apply it effectively to operations. Communicate clearly and concisely, both verbally and in writing. Prepare clear and concise reports. Conduct systems analysis and feasibility studies. Establish and maintain effective working relationships with others. Supervise, train and evaluate assigned staff. Respond to requests for preventive maintenance and/or repairs to the Public Safety Building by directing departmental janitorial staff, or by making requests to provide the needed services.

Education and Experience:

Equivalent to a Bachelor's Degree in Public Administration, Business Management or related field. Three (3) years of progressively responsible experience in public administration and a minimum of two (2) years of responsible supervision and/or lead work experience in operation of a public administration office.

Reviewed _____
Department Director

Approved _____
Human Resources Officer

Approval Date _____

ORIG: 2-94, REV: 10-05, REV: 03-07