

City and Borough Sitka, Alaska

Class Specification

Class Title	Police Technician
Class Code Number	8035
FLSA Designation	Non-Exempt
Pay Grade and Range	PSEA
Effective Date	September 2010

General Statement of Duties

Maintains computers, software, networks, phone systems, CCTV system and radios; performs related work as required.

Distinguishing Features of the Class

The employee is responsible for maintaining the computers and specialized software at the police department in coordination with the IS department. The employee is also responsible for maintaining the telephone system and the CCTV system. The employee will be responsible for the programming and basic maintenance of the police department's radio system. The work is performed under the direct supervision of the Chief of Police. The employee is granted considerable leeway for the exercise of independent judgment and initiative. The employee's schedule will be flexible to be able to cover the special needs of the department. An employee in this class performs the duties of other employees in the Police Department as required or as assigned by supervisory personnel.

Examples of Essential Work (Illustrative Only)

- Analyzes computer and information systems and recommends design changes, program implementation and appropriate purchases and/or upgrades as necessary;
- Oversees the operation and maintenance of all computer systems within the Police Department;
- Maintains computer and network security;
- Provide technical support to the users of applicable hardware/software including iSeries, PCs and WAN;
- Conducts telephone traces through the local telephone company;
- Performs dispatch and records collection duties as necessary;
- Required to assist in the training of new employees;
- Provides needed information and demonstrations concerning the performance of tasks to employees;
- Keeps immediate supervisor and staff fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of correcting deficiencies;
- Provides court testimony as needed;

- Performs research and compiles statistics for the Police Department as requested;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate personnel to maximize the effectiveness and efficiency of Police Department operations and activities;
- Program new radios and update the programs in the older radios for changes in frequencies and signaling;
- Clean and maintain portable, mobile and base station radios;
- Change and reprogram security data in radios;
- Install and maintain lights, sirens and MVS in vehicles;
- Work with the FCC in renewing and changing radio licenses;
- Program telephone system for the changing needs of the department;
- Add new telephone extensions as needed;
- Develop, maintain and install special programs and templates;
- Performs other related duties as assigned;
- The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City departments and employees, State and Federal officials, and the public;
- Maintain the TIPS phone system in the jail;
- Maintain, service and repair/replace video camera systems in jail and other areas of the Police Department.

Required Knowledge, Skills and Abilities

- Thorough knowledge of current practices, principles and procedures involved in the community jail, police radio communications and police records operations;
- Thorough knowledge of computer retrieval and entry information systems;
- Knowledge of Police Department operations rules, regulations and General Orders;
- Ability to handle confidential materials with tact and discretion;
- Skill in performing multiple tasks at any given time and to prioritize activities according to emergency needs;
- Skill in the performance of computer programs and usage in an accurate and timely manner;
- Skill in the preparation of accurate and reliable reports identifying problems, recommendations, and ability to reach logical conclusions;
- Ability to apply basic language, writing, and spelling skills. Must be able to interpret and condense information and have legible handwriting;
- Ability to learn the operation and basic troubleshooting of telephone and communications systems and devices;
- Ability to read, understand and apply operational rules and policies;
- Ability to quickly and accurately learn an alpha-numeric keyboard;
- Ability to understand and follow oral and written directions and instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks;
- Knowledge of radio systems with specific knowledge of Motorola radios and programming;

- Knowledge of Motorola encryption and signaling systems;
- Knowledge of electronics;
- Ability to work with the FCC and familiarity with FCC procedures;
- Knowledge of telephone systems;
- Comprehensive knowledge of VMWare software and systems;
- Familiarity of IBM *i*series servers;
- Knowledge of Windows-based servers;
- Knowledge of MS VisualBasic and MS Office.

Acceptable Experience and Training

- Minimum of 21 years of age at the time of employment;
- Graduation from high school or possession of a GED; and
- Extensive experience in network management and security;
- Experience in stand-alone and virtual servers;
- Some related experience in radios, telephones, computers, networking and programming; and
- Some related experience in communications and/or public safety operations; or
- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

- Possession of a valid driver's license and the ability to obtain a driver's license issued by the State of Alaska within 90 days of employment;
- Ability to pass an extensive background check;
- Must be able to type at a minimum rate of 25 words per minute from clear copy;
- Must have vision correctable to 20/30 and have normal color vision;
- Must be a citizen of the United States or a resident alien who intends to become a citizen of the United States; and
- Possession of a FCC general radiotelephone license or equivalent.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to explain laws and ordinances, dispatch personnel and provide reports of animal control activities;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to monitor inmate behavior;
- Ability to differentiate between various audio stimuli;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate standard office equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to have access to all areas of the job.

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