

Police Information Technician III

Title: Police Information Technician III	FLSA Status: Non-exempt	Supervisory Responsibilities: No
Reports to: Captain (Professional Standards/Comm Engagement)	Department: Police	Date Created/Last Evaluated: June 2023
<p>Summary Monitors and responds to radio and telephone calls for law enforcement service. Conducts Department of Motor Vehicle checks, warrant checks, conducts criminal record checks. Creates and maintains detailed files. Conducts research and analysis of data to assist investigators and administrators.</p>		
<p>Qualification Requirements To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p>		
<p>Minimum Qualifications</p> <ul style="list-style-type: none"> • Graduation from high school or GED; • Five years of experience in public safety telecommunications/records or substantially related field; • Advanced knowledge of standard office practices, procedures, and equipment; • Advanced working knowledge of customer service techniques especially when dealing with angry or discourteous people; • Advanced user knowledge of computers and related software such as Excel; • Division of Criminal Information (DCI) certification that is current and in good standing; and • Eighty hours of accredited or nationally recognized training directly related to crime analysis or data driven research. 		
<p>Knowledge, Skills, and Abilities</p> <ul style="list-style-type: none"> • Ability to attend work regularly; • Ability to be flexible in work schedule and work rotating shifts as required; • Ability to handle emergency calls and deal with the public under stressful conditions while remaining calm; • Ability to use a computer application to manage large amounts of information, including inputting data, retrieving specific records, and creating reports to communicate the information; • Ability to speak distinctly; • Ability to maintain access to, and security of, highly sensitive materials; • Ability to make arithmetic calculations using whole numbers, fractions, and percentages; • Ability to read and comprehend written sentences and paragraphs in work related documents; • Ability to establish and maintain effective working relationships with associates, subordinates, and the general public; • Knowledge of records management principles, practices, and methods; • Skill in data entry at a desirable speed; • Ability to contribute to a welcoming and inclusive workplace through positive contributions, supporting a culture of respect for all, and valuing the differences and contributions of all team members; and • Skill in advanced research of data and crime analysis. 		
<p>Supervisory Responsibilities N/A</p>		
<p>Essential Functions</p> <ul style="list-style-type: none"> • Monitor and respond to radio traffic; • Answer multi-line telephone for the Police Department and utilities; • Locate, file and track information on computerized data systems including wanted persons, stolen property, vehicle registration etc. for law enforcement officers; • Be a liaison with officers in the field by researching and communicating information to them; • Interact with the public, provide accident reports, take fingerprints, etc.; • Log and file reports for arrests, incidents, citations, accidents etc.; • Prepare paperwork/reports and distribute to administrative staff for review; • Accept incoming warrants for the Police Department; • Conduct criminal records checks through DCI; • Monitor security camera system; • Performs advanced data research as assigned and compiles final report with the findings; and • Performs other records related duties as assigned. 		
<p>Physical Demands This is light work requiring the ability to exert up to 35 pounds of force occasionally to move objects. Speech and hearing are required for exchanging detailed information by telephone, radio and in person. Visual acuity is required to observe general surroundings and activities, determine accuracy, thoroughness, and neatness of work and to prepare and analyze written or computer data. Work requires repetitive motion of the wrists and fingers. Stooping, bending, reaching, pushing, and pulling are required for retrieving files. Worker can adjust position between sitting and standing.</p>		

Work Environment

The worker is not subject to adverse environmental conditions. The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting, and training rooms. Use of safe work practices with office equipment, avoidance of trips and falls, and observance of fire regulations are minimally required.

Special Requirements

Considerable mental effort and stress is involved. Work is performed on a rotating 12-hour shift including weekends and holidays. Worker is subject to stand-by and call back.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the position. All employees may have other duties assigned at any time.

** U.S. DOL, The revised handbook for analyzing jobs (Washington, D.C.): U.S. Government Printing Office, 1991.*
