City of Rapid City
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Police Technology and Records Manager</th>
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<tbody>
<tr>
<td>Job Code:</td>
<td>PDRM</td>
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<td>Job Family:</td>
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<td>Pay Grade:</td>
<td>NU20</td>
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<td>Date Revised:</td>
<td>2/08/2022</td>
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<td>FLSA Status:</td>
<td>Exempt</td>
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**General Summary:** The Police Technology and Records Manager is responsible for managing and coordinating cross-functional law enforcement information technology systems and projects as well as managing staff within the Police Records department. As part of the Command Staff, this executive role provides strategic project management and technology leadership to the entire Police Department organization.

**Essential Duties and Responsibilities:**

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

- Oversees Rapid City Police Department and Pennington County Sheriff’s Office Records Divisions, including but not limited to creating and maintaining departmental and cross-functional effectiveness by defining, delivering and supporting strategic plans in support of information technologies.
- Completes projects by coordinating resources with staff from other user agencies.
- Directs technological research by studying organizational goals, strategies, best practices, and user projects.
- Operates and maintains various department software systems, including records management.
- Answers, evaluates and prioritizes incoming telephone, voicemail, email and in-person requests for assistance from users experiencing problems with software related issues, subject to 24-hour call out.
- Verifies application results by conducting system audits of technologies implemented.
- Recommends information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements for efficiency and expedite workflow.
- Monitors adherence to legal and department requirements related to retention, dissemination, access, storage, disposal and security of information contained in law enforcement records and documents.
- Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks and benchmarking state-of-the-art practices.
- Directs and assists workers in storing, retrieving, checking, correcting, and copying paper documents, microfilm, electronic or other company records.
- Manages staff: interviewing, firing, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
Qualifications:

Education and/or Experience:

Bachelor’s degree from accredited college or university in Information Systems Management or directly related field AND two (2) to four (4) years directly related experience and/or training in project management, computer networks and/or operations systems and/or a relevant combination of education and experience deemed acceptable by the hiring authority.

Certificates, Licenses, Registrations:

Must possess a valid South Dakota driver’s license or ability to obtain within 30 days from date of hire. PMP© (Project Management Professional) certification highly preferred.

Computer and Administrative Skills:

To perform this job successfully, an individual should have knowledge of Microsoft© Operating System products, advanced knowledge of computer servers (traditional and virtual), networks and peripheral equipment desired. Also requires proficient working knowledge of web-based systems, software implementations and general business/administration software.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate and may include riding along with Law Enforcement staff in patrol/squad vehicles to troubleshoot technology issues and/or to help implement new software.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include color vision and ability to adjust focus.

Other Skills and Abilities:

Ability to provide solutions to technical issues and identify new technologies required. Ability to attend annual software user conferences and training in and out of state. Experience with Project Management software and government security regulations desired. Must be able to remain calm and professional during stressful situations. This position requires strict adherence in maintaining confidential and sensitive information and data.