



Classification: Director, Information & Communications Technology Division
Title Code: V00900
Pay Range: 37

POSITION SUMMARY:

This is a highly responsible administrative and managerial position responsible for planning, directing and coordinating a major, complex information and communications technology division within the Patrol. An employee in this class is responsible for managing a large, centralized law enforcement computer information technology center and a highly-diversified law enforcement computer network involving systems analysis, programming, systems programming, machine operation and related functions, including providing data processing consultation and services to a variety of users. The work requires coordination of the agency's data processing planning and organization, determination of priorities and direction of special studies and operations. Supervision is exercised personally and through the assistant director and division managers over supervisory, professional, technical and support data processing and related personnel. The employee formulates and approves general policies and procedures pertaining to the agency's data processing operations and is responsible for communicating and administering those policies within a major, centralized data processing division. Administrative direction is received from the bureau commander as to broad policies with considerable independent judgment, decision-making and discretion required.

DESCRIPTION OF DUTIES PERFORMED:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Manages a large, complex computer information technology center with numerous remote devices and distributed operating system locations to support.

Participates with top management in the development of short- and long-range data processing planning, develops and directs the implementation of operating policies and procedures and coordinates the administrative aspects of the agency's information technology functions.

Manages a major data processing division with responsibility for general administration and supervision, direction of bid specification development and review and coordination of data processing needs surveys and assessments.

Coordinates with users to determine the manner in which data processing can best meet the systems and information needs of the organization.

Supervises and/or approves initial and continuing systems analysis and related studies required to adapt information technology to the activities of the agency/user involved.

Maintains liaison with departmental administrative personnel, other agencies and industry representatives in developing new or improved management procedures for effective utilization of computer information technology systems.

Evaluates the applicability of new technical developments and establishes long-range systems strategies which increase the effectiveness of present operations; recommends new uses for information technology systems and/or abandonment of unprofitable or unsuccessful present uses.

Classification: Director, Information & Communications Technology Division

Title Code: V00900

Pay Range: 37

Page 2

Manages the computer information technology work flow, establishes production controls, determines priorities of operation and directs procedures for special studies or unique operations; confers with supervisory and administrative personnel in other units on matters pertaining to work scheduling and the effectiveness of information technology systems operations.

Develops budget requests and/or monitors expenditures according to budget allocations/appropriations and recommends and/or initiates cost saving measures.

Completes cost, schedule, resource, risk and quality application assessment to ensure adequate controls are in place for the installation of desirable software and that it is completed effectively and in accordance with budgetary guidelines.

Evaluates subordinates' work performance to determine training needs, strengths and weaknesses, improve performance, and facilitates professional growth by establishing goals, objectives, and standards; counsels subordinates, if necessary, in order to bring problem areas to their attention; meets with employees and discusses observations and evaluations of their work performance.

Serves as spokesperson/representative for ICTD.

Ensures all quality control procedures are active and periodically audited; guarantees security/integrity of the computer information technology systems.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Extensive knowledge of the Patrol's policies, procedures, rules, and regulations.

Extensive knowledge of current computer information technology developments and how they apply to a major law enforcement agency.

Extensive knowledge of the capabilities, effective utilization and current developments regarding information technology systems.

Thorough knowledge of the principles of general management, system security and quality control procedures as applied to computer information technology.

Considerable knowledge of personnel management, accounting, budgeting, mathematics and statistical methods and procedures as applied to computer information technology systems and the administration of a large data processing organization.

Considerable knowledge of the principles of computer programming.

Skill in directing and conducting major cost/benefit analysis studies.

Ability to analyze operations and organize their component parts into a logical system.

Classification: Director, Information & Communications Technology Division

Title Code: V00900

Pay Range: 37

Page 3

Ability to administer major data processing programs through several internal organization levels and at several locations.

Ability to manage, develop and motivate subordinates.

Ability to plan, organize and implement immediate and long-range modifications to information technology programs and systems.

Ability to operate standard office equipment (e.g. computer keyboard and monitor, facsimile and copy machine, telephone, etc.).

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED:

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Ten years of professional, technical or administrative experience in information technology; at least four of which must have been in a supervisory, administrative, or consultative capacity in systems analysis, system design, programming, implementation of technology or in the management of a large computer installation.

Undergraduate degree from an accredited four-year college or university with specialization in computer science, accounting, engineering, statistics, mathematics, business or public administration or closely related areas.

Masters degree preferred, MBA degree strongly desired.

Graduate work in the above areas may be substituted for the general experience on a year-for-year basis up to a maximum of two years; additional qualifying experience may be substituted for the required education on a year-for-year basis.

NECESSARY SPECIAL REQUIREMENTS:

Successful completion of the Patrol's Managerial School and other management related courses within 12 months of appointment or as soon as scheduling will allow.

Classification: Director, Information & Communications Technology Division

Title Code: V00900

Pay Range: 37

Page 4

FLSA STATUS: Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.