



City of Tempe

TECHNICAL SERVICES BUREAU MANAGER

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	436	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Police	<i>Salary / Hourly Minimum:</i>	\$90,831
<i>Supervision Level:</i>	Manager	<i>Salary / Hourly Maximum:</i>	\$122,622
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	PSPRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Police Records Supervisor & Property Supervisor
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Professionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS
Receives direction from the Support Services Director (Assistant Police Chief) or from other supervisory or management staff.
Exercises direct supervision over technical, clerical, and supervisory staff assigned to the Bureau.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Three years of increasingly responsible supervisory experience in a public safety environment including two years of operational management experience over a section or unit. Experience working in Identification, Records Management and/or Property and Evidence is desirable.
<i>Education:</i>	The equivalent to a Bachelor's degree from an accredited college or university with major course work in police administration, police science, criminal justice, or a degree related to the core functions of this position.
<i>License / Certification:</i>	Terminal Operator Certification awarded by the Arizona Criminal Justice Information Systems Division within six months of hire.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, organize and manage the work of the Technical Services Bureau, including Identification, Property and Evidence, and Records sections; serve as liaison to the Information Technology Division within the Police Department in

addition to planning and developing technology projects; and provide highly complex technical staff assistance to the Support Services Director.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Plan, develop, purchase and implement technology projects within the assigned areas of responsibility within the Police Department; prepare strategic plans concerning automation for the department and establish priorities regarding systems projects; ensure the integration of all police automated systems.
- Provide oversight of and assist in the recruitment and selection processes for the Technical Services Bureau; manage the selection of staff; provide or coordinate staff training; assign work activities, projects and programs and monitor work flow; review and evaluate work products, methods and procedures.
- Prepare the Technical Services Bureau budget; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.
- Direct the preparation of required reports and records; ensure timely submission and evaluate as necessary.
- Recommend and implement goals and objectives for the bureau including establishing timelines and methods; and implement policies and procedures.
- Promote teamwork and professional development and ensure effective customer service is provided by police personnel assigned to the Technical Services Bureau; support recognition of all employees.
- Provide direct oversight to the Identification Section operations, including Arizona Automated Fingerprint Identification System (AZAFIS), Mug Photo Interface System (MPIS), Digital Storage System (Digital Darkroom), Digital Camera Program, Crime Scene/Evidence Processing, Intoxilyzer Quality Assurance Program, and the Portable Breath Testing (PBT) Devices Program.
- Communicate, coordinate and serve as a liaison on bureau operations and activities with other law enforcement and criminal justice agencies, and other internal city and department divisions.
- Develop and implement technical models and systems pertaining to Records Management, Property and Evidence, and Crime Scene Investigations used in the operation of public safety automated systems.
- Participate in Department-wide crime suppression efforts and serve as a member of the Command staff. Prepare reports and uses information and analysis to anticipate potential issues/trends and implement appropriate actions.
- Provide direct oversight to the Property and Evidence Section operations, including QueTel Bar Coding System; conduct quarterly audits to ensure integrity of all police evidence and property

in accordance with state laws, City Ordinances, and departmental policies and procedures; analyze and evaluate operations within area of responsibility to improve efficiency and productivity; review statistical data to determine effectiveness of methods and procedures which includes implementation of retention and disposition of property.

- Provide oversight of the System Security function within Records with responsibility of the Department's Criminal Justice Information Networks.
- In the absence of the Support Services Director, assume the responsibilities of that position.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective November 1988
Revised January 2002 (Title Change)
Revised January 2004 (Duties & Exp)
Revised September 2005 (Reclass & Title Change)
Revised January 2008 (Reclass & Title Change)
Revised May 2009 (Duties & Exp)
Revised Dec 2010 (Title change)